11.2 Daily Security Officer Duties

**Purpose**

A Security Services officer will be stationed in E11A during opening hours to protect staff and property.

**Guideline**

A Security Officer will be located in E11A at the front reception desk whenever the building is open.

Core business hours are:

- Monday to Friday 0700 hours to 1900 hours.
- Saturday 0900 hours to 1700 hours.

The Security Services officer provides a concierge role that is essential for the safety and security of the people and property of E11A. It is a demanding role that requires firmness as well as exceptional diplomatic and public relations skills.

While the primary duty is to provide safety and security services, additional duties ensure the smooth operation of E11A. These duties may include:

- Building opening and closing
- Visitor reception and monitoring
- Crowd control
- Information and directional assistance
- Mail and newspaper deliveries
- Room access
- Museum access
- CCTV and access control systems supervision
- Building Warden
- Reporting service and maintenance requests
- E11A executives and visitors car park management

It is important that the Security Officer remain at the reception desk at all times when not fulfilling routine duties.

While performing routine duties the Security Officer must maintain a close supervision of the reception to welcome any visitors to the building.
Be ready to respond quickly. Student protests have occurred in the past and often with little warning.

There are many valuable items in the building including works of art.

If the VC or his staff ask for assistance, do not hesitate to help out.

Be polite, courteous, but firm at all times. Do not be afraid to say no.

If a visitor, member of staff, or a student seems irritated, rude, or aggressive, phone the person that they wish to see, state the reason why they wish to see them, and do not allow them to go to the office unless the person wants to see them there. Be prepared to call for assistance from other security officers.

Do not take someone else’s word that they have permission or an appointment. Check yourself.

<table>
<thead>
<tr>
<th>Contact Officer</th>
<th>Campus Security Manager</th>
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<tbody>
<tr>
<td>Date Approved</td>
<td>1 July 2012</td>
</tr>
<tr>
<td>Approval Authority</td>
<td>Director, Property</td>
</tr>
<tr>
<td>Related Policies, Procedures, Guidelines, Forms or Templates</td>
<td>Security Services Section – Standard Operating Procedures</td>
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<tr>
<td>Next Date of Review</td>
<td>1 July 2013</td>
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