

Loss Prevention Officer Job Description

A comprehensive job description template
for Australian retail security businesses

Business Name: _____

Location: _____

Employment Type: _____

Reports To: _____

Date: _____

DISCLAIMER

This template is provided for general informational purposes only and does not constitute legal advice. It is designed to reflect Australian workplace standards and security industry practices at the time of publication. You should review and tailor this template to suit your business, service type, applicable modern award and specific requirements. For complex situations, independent legal or HR advice should be sought. RosterElf Pty Ltd accepts no liability for any loss arising from reliance on this document.

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1. Position Overview

1.1 Position Title

Loss Prevention Officer / Store Detective / Asset Protection Officer

1.2 Position Summary

The Loss Prevention Officer is responsible for preventing theft, fraud and other losses within retail environments. This role involves surveillance operations, identifying and apprehending shoplifters, investigating internal theft, evidence gathering, and working closely with retail management and law enforcement to minimize shrinkage and protect company assets.

The position requires excellent observation skills, knowledge of apprehension procedures, understanding of legal requirements, and ability to handle confrontational situations professionally. Loss Prevention Officers must maintain a covert presence when conducting surveillance while being prepared to act decisively when theft is detected.

1.3 Reporting Structure

This position reports to:

- Loss Prevention Manager / Asset Protection Manager
- Store Manager / Retail Operations Manager
- Regional Loss Prevention Coordinator

1.4 Employment Type

This position is available as:

- Full-time (38 hours per week)
- Part-time (regular rostered shifts)
- Casual (variable shifts based on requirements)

2. Key Responsibilities

2.1 Theft Prevention and Surveillance

- Conduct covert surveillance of store areas to detect theft and suspicious behavior
- Monitor CCTV systems for theft and unusual activity
- Patrol sales floor in plain clothes to deter and identify shoplifters
- Observe customer and staff behavior for signs of dishonesty
- Identify and track suspected shoplifters throughout the store
- Maintain awareness of organized retail crime trends and tactics
- Work with store staff to identify high-risk products and vulnerable areas

2.2 Apprehension and Detainment

- Execute lawful citizen arrests following established protocols
- Approach and detain suspected shoplifters professionally and safely
- Recover stolen merchandise and document items involved
- Conduct searches in accordance with legal requirements
- Manage detained persons safely and respectfully
- Assess situations for safety and escalate when necessary
- Follow company apprehension policies and legal guidelines at all times

2.3 Investigation and Evidence Gathering

- Conduct investigations into theft incidents and suspicious activity
- Review CCTV footage to identify offenders and gather evidence
- Interview suspects, witnesses and staff members
- Document evidence including photographs, videos and witness statements
- Prepare comprehensive investigation reports and case files
- Maintain chain of custody for evidence
- Build cases for police prosecution and civil recovery

2.4 Internal Theft Investigation

- Investigate suspected employee theft and fraud
- Monitor point-of-sale transactions for irregularities
- Review till reconciliation reports and identify discrepancies
- Conduct covert surveillance of staff when warranted
- Interview employees regarding theft investigations
- Work with HR on internal theft cases
- Provide evidence for disciplinary proceedings

2.5 Law Enforcement Liaison

- Contact and coordinate with police for serious incidents
- Provide statements and evidence to law enforcement
- Assist police with investigations and prosecutions
- Attend court as witness when required
- Build positive relationships with local police
- Report organized retail crime to police and industry groups
- Comply with police requests for information and assistance

2.6 Reporting and Documentation

- Complete detailed incident reports for all apprehensions
- Document all investigations thoroughly and accurately
- Maintain logs of surveillance activities and observations
- Prepare daily and weekly loss prevention reports
- Track shrinkage statistics and trends
- Report safety hazards and security vulnerabilities
- Maintain confidentiality of sensitive information

2.7 Training and Awareness

- Provide loss prevention training to retail staff
- Educate employees on theft prevention techniques
- Share information on known offenders and theft methods
- Conduct security awareness briefings for new staff
- Advise management on security improvements
- Promote a culture of loss prevention awareness
- Update staff on current retail crime trends

2.8 Customer Service

- Maintain professional appearance and demeanor at all times
- Provide assistance to genuine customers when approached
- Balance security duties with positive customer experience
- Handle customer complaints professionally when necessary
- Protect company reputation through professional conduct
- Work collaboratively with store staff

3. Required Skills and Attributes

3.1 Essential Skills

Observation and Attention to Detail

Exceptional observational skills to identify suspicious behavior and theft indicators. Ability to monitor multiple areas and persons simultaneously. Sharp attention to detail for evidence gathering and documentation. Capability to remain focused during extended surveillance periods.

Conflict Management and Communication

Strong verbal communication skills for confronting suspects and conducting interviews. Ability to remain calm and professional in confrontational situations. De-escalation techniques to manage aggressive or emotional individuals. Clear communication in report writing and testimony.

Legal Knowledge and Compliance

Thorough understanding of laws relating to arrest, detention, search and seizure. Knowledge of evidence requirements and chain of custody. Understanding of workplace rights and employment law. Ability to operate within legal boundaries at all times.

Investigation and Analysis

Strong investigative skills for theft and fraud cases. Analytical thinking to identify patterns and trends. Ability to gather, preserve and document evidence effectively. Critical thinking for assessing situations and making sound decisions.

Physical Fitness and Safety Awareness

Physical capability to pursue and detain offenders when necessary. Awareness of personal safety and ability to assess risk. Understanding of defensive tactics and use of force principles. Fitness for standing, walking and occasional physical confrontation.

3.2 Personal Attributes

- High level of integrity and ethical conduct
- Confident and assertive when confronting suspects
- Patient and persistent during surveillance operations
- Professional and courteous in all interactions
- Discreet and able to maintain confidentiality
- Calm under pressure and in confrontational situations
- Strong judgment and decision-making abilities
- Self-motivated and able to work independently
- Reliable and punctual with excellent attendance
- Honest and trustworthy character

4. Qualifications and Requirements

4.1 Mandatory Requirements

- Current Security Licence (Class 1A or equivalent in relevant state/territory)
- Current National Police Check (obtained within last 12 months)
- Eligibility to work in Australia
- Minimum age 18 years
- Clean criminal history with no theft or dishonesty convictions
- Physical fitness for operational duties
- Current First Aid certificate

4.2 Desirable Qualifications

- Certificate III in Investigative Services
- Certificate IV in Security and Risk Management
- Previous loss prevention or retail security experience
- Police, military or law enforcement background
- Training in arrest and detention procedures

- CCTV operations training
- Retail industry experience and knowledge

4.3 Technical Skills

- Proficiency in using CCTV and surveillance systems
- Competence with incident reporting software
- Basic computer skills including word processing and email
- Ability to operate security equipment including radios
- Photography and video evidence capture
- Understanding of POS systems and retail operations

4.4 Experience

Entry-level positions are available for candidates with security licences who demonstrate strong observational skills, integrity and professional demeanor. Experienced Loss Prevention Officers should demonstrate proven track record in theft prevention, successful apprehensions, investigation skills, and understanding of retail loss prevention best practices. Experience in high-volume retail environments is highly valued.

5. Working Conditions

5.1 Hours of Work

- Varied shifts including days, evenings, weekends and public holidays
- Shift times aligned with peak shopping periods and high-risk times
- Full-time positions typically 38 hours per week
- Part-time and casual hours available
- Flexibility required for operational needs
- Extended hours during peak retail periods (sales, holidays)

5.2 Physical Requirements

- Standing and walking throughout shifts (up to 8+ hours)
- Ability to climb stairs and move quickly when required
- Physical capability to apprehend and detain offenders safely
- Good vision and hearing for surveillance activities
- Manual dexterity for operating equipment and documentation
- Capacity to remain alert during extended periods

5.3 Work Environment

- Retail environments including shopping centers, department stores, supermarkets
- Both overt and covert operations in plain clothes

- Working independently with backup support available
- Exposure to confrontational and potentially violent situations
- Indoor climate-controlled environments primarily
- Interaction with diverse public and staff members

5.4 Uniform and Presentation

- Plain clothes appropriate to retail environment when covert
- Company uniform when working in overt capacity
- Professional grooming and appearance at all times
- Ability to blend in with customers during surveillance
- Identification and communication equipment provided
- Personal protective equipment as required

6. Award Information

6.1 Modern Award Coverage

This position is covered by the Security Services Industry Award 2020 (MA000016). The award sets minimum pay rates, penalty rates, allowances and conditions for employees working in security services including loss prevention and asset protection roles.

6.2 Classification Level

Loss Prevention Officers are generally classified under the award as:

- Level 2: Loss Prevention Officer performing surveillance and apprehension duties
- Level 3: Senior Loss Prevention Officer with investigation responsibilities
- Level 4: Loss Prevention Coordinator with team coordination duties

The specific classification level will be determined based on duties performed, experience level and scope of responsibilities.

6.3 Penalty Rates and Allowances

Employees are entitled to penalty rates for work performed:

- Saturday: 150% of ordinary rate (casual: 175%)
- Sunday: 200% of ordinary rate (casual: 225%)
- Public holidays: 250% of ordinary rate (casual: 275%)
- Evening shift (after 6pm Monday-Friday): 130% of ordinary rate
- Night shift (midnight to 6am): 150% of ordinary rate

Casual employees receive a 25% casual loading instead of paid leave entitlements. Additional allowances may apply for specific duties. Refer to the Security Services Industry Award 2020 for current rates and conditions.

7. Expected Behaviours

7.1 Professional Conduct

- Maintain highest standards of integrity and ethical behavior
- Act within legal boundaries at all times
- Treat all persons with respect and dignity
- Maintain confidentiality of investigations and sensitive information
- Represent the company professionally in all situations
- Follow all company policies and procedures

7.2 Operational Excellence

- Remain vigilant and focused during surveillance operations
- Complete thorough and accurate documentation
- Respond promptly to incidents and suspicious activity
- Follow established apprehension protocols precisely
- Maintain evidence integrity and chain of custody
- Continuously improve knowledge of retail crime trends

7.3 Safety and Risk Management

- Prioritize personal safety and safety of others
- Assess risks before taking action
- Use minimum force necessary in detainment situations
- Call for backup and police assistance when appropriate
- Report all incidents, injuries and hazards immediately
- Follow WHS policies and safe work procedures

7.4 Teamwork and Communication

- Work cooperatively with store staff and management
- Communicate clearly with team members and supervisors
- Share intelligence and information effectively
- Support colleagues during incidents and investigations
- Provide constructive feedback and assistance
- Build positive relationships with law enforcement

8. Application Process

8.1 How to Apply

Interested candidates should submit:

- Current resume/CV detailing relevant experience
- Cover letter outlining interest and suitability for loss prevention
- Copy of current Security Licence (Class 1A)
- Current National Police Check (within 12 months)
- Contact details for at least two professional referees
- Copies of relevant certificates and qualifications

8.2 Selection Process

Shortlisted candidates will be invited to:

- Initial phone screening to discuss experience and availability
- Face-to-face interview with loss prevention management
- Scenario-based assessment of judgment and decision-making
- Reference checks with previous employers
- Verification of security licence and qualifications
- Background check and criminal history verification
- Pre-employment training and site induction

8.3 Equal Opportunity

We are an equal opportunity employer and welcome applications from all qualified candidates regardless of age, gender, cultural background, disability or other characteristics protected by law.

Position Acknowledgement

I have read and understood this job description. I understand that my duties may be varied from time to time to meet the operational needs of the business.

Employee Name: _____

Employee Signature: _____

Date: ____ / ____ / ____

For Manager Use Only

Manager Name: _____

Manager Signature: _____

Date: ____ / ____ / ____