

Mobile Patrol Officer Job Description

A comprehensive job description template
for Australian 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

Mobile Patrol Officer / Mobile Security Officer / Patrol Security Guard

1.2 Position Summary

The Mobile Patrol Officer is responsible for conducting vehicle-based security patrols across multiple client sites, responding to alarms and security incidents, performing lock-up and unlock services, and providing rapid response security services. This role requires excellent driving skills, independence, strong decision-making capability and the ability to work alone during night shifts covering a designated patrol area.

The position involves driving a patrol vehicle to conduct site checks, responding to alarm activations, securing buildings, investigating suspicious activities, conducting external and internal security inspections, completing detailed patrol reports and liaising with police and emergency services. Mobile Patrol Officers must be self-motivated, reliable, physically fit and capable of making sound security decisions while working independently across diverse locations.

1.3 Reporting Structure

This position reports to:

- Patrol Supervisor / Operations Supervisor
- Control Room / Alarm Response Centre
- Operations Manager / Regional Manager

1.4 Employment Type

This position is available as:

- Full-time (38 hours per week)
- Part-time (regular night shift work)
- Casual (relief patrol shifts)

2. Key Responsibilities

2.1 Mobile Patrols and Site Inspections

- Conduct scheduled mobile patrols across designated routes and sites
- Perform external perimeter checks of client properties
- Conduct internal building inspections where access provided
- Check doors, windows, gates and access points are secure
- Inspect for signs of forced entry or suspicious activity
- Check lighting, fencing and external security measures

- Complete patrol checklists and use mobile patrol tracking systems

2.2 Alarm Response and Incident Management

- Respond promptly to alarm activations and security alerts
- Attend sites within designated response times
- Investigate cause of alarm activations
- Secure premises and prevent further security breaches
- Contact police for confirmed break-ins or emergencies
- Preserve evidence and incident scenes
- Coordinate with alarm monitoring centre and clients

2.3 Lock-Up and Unlock Services

- Perform scheduled lock-up services for client premises
- Secure all doors, windows and access points
- Activate alarm systems as per client instructions
- Conduct final security checks before departing
- Perform morning unlock services where required
- Report any security concerns or maintenance issues
- Manage keys and access devices securely

2.4 Reporting and Documentation

- Complete detailed patrol reports for each site visit
- Write comprehensive incident reports for alarm responses
- Document all observations and security concerns
- Use mobile patrol tracking and reporting systems
- Photograph incidents and security issues
- Submit timely reports to control room and clients
- Maintain accurate vehicle logs and records

2.5 Vehicle Operations and Safety

- Operate patrol vehicle safely and responsibly at all times
- Conduct pre-start vehicle checks and report defects
- Maintain vehicle cleanliness and presentation
- Follow road rules and safe driving practices
- Manage fuel and vehicle servicing requirements
- Report accidents or vehicle damage immediately
- Ensure vehicle security equipment is maintained

2.6 Client Service and Communication

- Maintain professional relationships with clients
- Respond to client requests and special instructions
- Communicate effectively via radio, phone and mobile devices
- Provide reassurance and professional service
- Report client concerns to supervisors promptly
- Maintain confidentiality regarding client sites and security
- Assist clients with after-hours security needs

2.7 Emergency Response

- Respond to medical emergencies and provide first aid
- Assist during fire evacuations and emergency situations
- Contact emergency services when required
- Follow emergency response protocols and procedures
- Coordinate with police and fire services
- Provide assistance to persons in distress
- Report hazards and dangerous situations

3. Required Skills and Attributes

3.1 Essential Skills

Driving and Navigation

Excellent driving skills and clean driving record. Ability to navigate efficiently across patrol areas using GPS and maps. Safe driving practices in all weather conditions. Good knowledge of local area and streets. Ability to drive during night shifts and respond quickly to urgent calls.

Independent Decision Making

Strong independent decision-making capability when working alone. Sound judgment in assessing security situations. Ability to determine when to call police or emergency services. Confidence to handle incidents without immediate backup. Critical thinking and problem-solving skills.

Observation and Investigation

Keen observational skills to detect security issues and irregularities. Ability to investigate alarm activations and suspicious activities. Attention to detail during site inspections. Recognition of security vulnerabilities and potential threats. Thorough approach to security checks.

Communication Skills

Clear verbal and written communication for reports and radio calls. Ability to communicate with control room, clients and emergency services. Professional telephone manner. Detailed report writing skills. Effective radio communication protocols.

3.2 Personal Attributes

- Self-motivated and reliable with excellent time management
- High level of integrity and trustworthiness
- Ability to work independently with minimal supervision
- Alert and observant during night shift work
- Professional and courteous approach
- Calm and composed under pressure
- Physical fitness for patrol duties
- Punctual and responsible
- Honest and ethical conduct
- Flexible regarding shifts and patrol areas

4. Qualifications and Requirements

4.1 Mandatory Requirements

- Current Security Licence (Class 1A) in relevant state/territory
- Current unrestricted Driver Licence (Manual preferred)
- Clean driving record (no major traffic offences)
- National Police Check (no older than 6 months)
- Eligibility to work in Australia (visa or citizenship)
- Ability to pass drug and alcohol screening
- Physical fitness for patrol and emergency response
- Ability to work night shifts and weekends

4.2 Desirable Qualifications

- Current First Aid certificate (Level 2 or higher)
- Certificate II or III in Security Operations
- Previous mobile patrol or alarm response experience
- Excellent knowledge of local area and streets
- Experience with mobile patrol software and GPS systems
- Fire Safety Awareness training
- Defensive driving training

4.3 Experience

Previous security experience is highly regarded, particularly in mobile patrols, alarm response or static security roles. Candidates must demonstrate reliability, professional conduct and ability to work independently. A clean driving record and experience driving at night is essential. Training will be provided in patrol routes, client sites, reporting systems and company procedures.

5. Working Conditions

5.1 Hours of Work

- Predominantly night shift work (typically 6pm-6am or 10pm-6am)
- Evening and early morning shifts available
- Weekend and public holiday work required
- Shift lengths typically 8-12 hours
- On-call availability for alarm responses
- Roster provided in advance as per award requirements

5.2 Physical Requirements

- Driving for duration of shifts in all weather conditions
- Walking and conducting site patrols regularly
- Ability to respond quickly to alarm activations
- Climbing stairs and accessing various building levels
- Working alone during night hours
- Good vision and hearing for driving and security work

5.3 Work Environment

- Vehicle-based work covering large geographical areas
- Multiple site types including commercial, industrial and retail
- Working alone throughout shifts
- All weather conditions during outdoor patrols
- Night work with limited street lighting
- Potential exposure to confrontational situations

5.4 Uniform and Equipment

- Security uniform and high-visibility vest provided
- Security licence must be worn and displayed
- Company patrol vehicle provided
- Radio and mobile communication devices
- Torch and patrol equipment provided
- Professional appearance and grooming 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 the security services industry.

6.2 Classification Level

Mobile Patrol Officers are generally classified under the award as:

- Level 2: Security Officer performing mobile patrol and alarm response duties
- Level 3: Experienced Mobile Patrol Officer with additional responsibilities

The specific classification level will be determined based on duties performed, experience level and responsibility.

6.3 Penalty Rates and Allowances

Employees are entitled to penalty rates for work performed:

- Saturday: 150% of base rate
- Sunday: 175% of base rate
- Public holidays: 225% of base rate
- Night shift (after 6pm before 6am Monday-Friday): 130% of base rate
- Vehicle allowance may apply for use of private vehicle

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

7. Expected Behaviours

7.1 Professional Conduct

- Arrive on time for shift handover in full uniform
- Maintain professional appearance and conduct at all times
- Notify control room immediately if delayed or unable to attend
- Maintain confidentiality regarding client sites and security
- Follow all company policies and procedures
- Represent the company professionally to clients

7.2 Patrol Standards

- Complete all scheduled patrols on time and thoroughly
- Respond to alarm activations within designated timeframes
- Never sleep or use alcohol/drugs during shifts
- Maintain constant communication with control room
- Follow patrol routes and site instructions accurately
- Conduct thorough security checks at each site

7.3 Vehicle Safety and Responsibility

- Drive safely and responsibly at all times

- Follow all road rules and speed limits
- Maintain vehicle cleanliness and security
- Report vehicle defects or damage immediately
- Never use patrol vehicle for personal purposes
- Conduct pre-start vehicle inspections

7.4 Reporting and Communication

- Complete detailed patrol reports for all site visits
- Report all incidents and observations immediately
- Maintain clear radio communication protocols
- Respond promptly to control room instructions
- Submit accurate and timely reports
- Document all security concerns and client issues

8. Application Process

8.1 How to Apply

Interested candidates should submit:

- Current resume/CV including work and driving history
- Cover letter outlining relevant experience and availability
- Copy of current Security Licence (Class 1A)
- Copy of current Driver Licence
- Copy of National Police Check (within 6 months)
- Driving record extract/history
- Contact details for at least two referees

8.2 Selection Process

Shortlisted candidates will be invited to:

- Initial phone interview to discuss experience and availability
- Face-to-face interview with operations manager
- Verification of security licence and driver licence
- Driving record check and assessment
- Reference checks with previous employers
- Drug and alcohol screening
- Route familiarization and training

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: ____ / ____ / ____