

Security Guard 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

Security Guard / Static Security Officer / Access Control Officer

1.2 Position Summary

The Security Guard is responsible for protecting property, assets and people through access control, monitoring activities, conducting patrols and responding to incidents. This role requires vigilance, professional conduct and the ability to work independently, often during night shifts and weekends in commercial, retail, industrial or residential settings.

The position involves controlling entry and exit points, monitoring CCTV systems, conducting security patrols, responding to alarms and emergencies, writing incident reports and providing customer service. Security guards must maintain constant alertness, follow post orders, exercise sound judgment and respond appropriately to security breaches or unusual activities.

1.3 Reporting Structure

This position reports to:

- Security Supervisor / Shift Supervisor
- Site Manager / Operations Manager
- Control Room / Operations Centre

1.4 Employment Type

This position is available as:

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

2. Key Responsibilities

2.1 Access Control and Monitoring

- Control and monitor building entry and exit points
- Check identification and credentials of visitors, contractors and staff
- Issue and retrieve visitor passes and access cards
- Maintain visitor log and sign-in/sign-out procedures
- Prevent unauthorized access to restricted areas
- Monitor CCTV cameras and security systems
- Operate electronic access control systems

2.2 Patrols and Physical Security

- Conduct regular foot patrols of premises and perimeter
- Check doors, windows and gates are secure
- Inspect fire exits, safety equipment and lighting
- Look for signs of security breaches or suspicious activity
- Check for safety hazards and maintenance issues
- Ensure car parks and external areas are secure
- Lock and unlock buildings as per schedule

2.3 Incident Response and Emergency Management

- Respond promptly to alarms and security incidents
- Investigate disturbances and unusual activities
- Deal with trespassers and unauthorized persons
- Respond to medical emergencies and provide first aid
- Assist during fire evacuations and emergencies
- Contact emergency services when required
- Preserve incident scenes for police or investigation

2.4 Reporting and Documentation

- Write detailed incident reports and occurrence logs
- Complete daily activity reports and shift handovers
- Record all visitors, contractors and deliveries
- Document security breaches and unusual events
- Report maintenance issues and safety hazards
- Maintain accurate records and logbooks
- Communicate critical information to supervisors and relief guards

2.5 Customer Service and Communication

- Provide professional and courteous service to visitors and clients
- Answer questions and provide directions
- Handle enquiries and complaints professionally
- Assist staff, tenants and visitors as required
- Maintain positive relationships with building occupants
- Present a professional and reassuring presence
- Use clear communication via radio and phone

2.6 Loss Prevention and Asset Protection

- Monitor for theft, vandalism and property damage
- Check identification and authorization for property removal
- Inspect deliveries and goods entering premises
- Prevent stock loss and unauthorized removal of assets
- Report suspicious behavior and security concerns
- Maintain security of keys and access devices

2.7 Post Orders and Procedures

- Follow site-specific post orders and procedures
- Comply with client instructions and requirements
- Adhere to company policies and security protocols
- Maintain confidentiality regarding site security
- Test security and fire alarm systems as directed
- Follow escalation procedures for incidents

3. Required Skills and Attributes

3.1 Essential Skills

Observation and Vigilance

Excellent observational skills and ability to remain alert during long shifts. Notice unusual activities, security breaches or safety hazards. Maintain concentration and awareness throughout shift. Ability to monitor multiple areas and systems simultaneously.

Communication Skills

Clear verbal and written communication skills. Ability to write detailed incident reports and maintain accurate logs. Effective radio communication. Professional interaction with diverse groups including visitors, staff, contractors and emergency services.

Conflict Resolution

Ability to remain calm in confrontational situations. De-escalation skills and professional approach to dealing with difficult people. Sound judgment when assessing threats. Understanding of when to seek assistance or contact police.

Physical Capability

Physical fitness for standing, walking and patrolling during shifts. Ability to respond quickly to incidents. Stamina for extended shifts including nights. Capacity to work in varied weather conditions.

3.2 Personal Attributes

- High level of integrity and trustworthiness
- Professional appearance and conduct
- Reliable and punctual with excellent attendance
- Ability to work alone with minimal supervision

- Calm and composed under pressure
- Alert and attentive to detail
- Customer service focused
- Team player who follows instructions
- Honest and ethical approach to work
- Flexible regarding shifts and locations

4. Qualifications and Requirements

4.1 Mandatory Requirements

- Current Security Licence (Class 1A) in relevant state/territory
- National Police Check (no older than 6 months)
- Eligibility to work in Australia (visa or citizenship)
- Ability to pass drug and alcohol screening
- Clear criminal history suitable for security work
- Physical fitness for security duties
- Ability to work rotating shifts including nights and weekends

4.2 Desirable Qualifications

- Current First Aid certificate (Level 2 or higher)
- Fire Safety Awareness training
- Certificate II or III in Security Operations
- Driver's licence and reliable transport
- Previous security experience in commercial or retail settings
- CCTV monitoring experience
- Crowd control or conflict resolution training

4.3 Experience

Entry-level positions are available for newly licensed security guards. Training will be provided in site-specific procedures, access control systems, report writing and emergency response protocols. Experienced security guards should demonstrate reliability, strong observational skills, professional conduct and ability to work independently across multiple sites.

5. Working Conditions

5.1 Hours of Work

- Rotating shift work including days, afternoons and nights
- Night shifts typically 6pm-6am or 10pm-6am

- Weekend and public holiday work required
- Shift lengths typically 8-12 hours
- Roster provided in advance as per award requirements
- Flexibility required for relief shifts and short notice changes

5.2 Physical Requirements

- Standing and walking for duration of shifts
- Conducting regular patrols in all weather conditions
- Ability to respond quickly to incidents
- Climbing stairs and accessing all areas of site
- Good vision and hearing for monitoring activities
- Ability to remain alert during night shifts

5.3 Work Environment

- Indoor and outdoor work in commercial, retail or industrial sites
- Exposure to all weather conditions during patrols
- Working alone or with small teams
- Potential exposure to confrontational situations
- Interaction with diverse range of people
- Static posts or mobile site coverage

5.4 Uniform and Equipment

- Security uniform provided by employer
- Black safety boots and black pants required
- Security licence must be worn and displayed
- Radio equipment and communication devices provided
- High visibility vest for outdoor patrols
- Professional appearance and grooming standards

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

Security guards are generally classified under the award as:

- Level 1: Security Officer performing routine security duties
- Level 2: Security Officer with additional responsibilities or specialized duties
- Level 3: Experienced Security Officer or leading hand with limited supervision

The specific classification level will be determined based on duties performed and level of 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
- Additional allowances may apply for specific duties or sites

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 all shifts in full uniform with security licence displayed
- Notify supervisor immediately if unable to attend shift
- Maintain confidentiality regarding site security and client information
- Follow all company policies, procedures and post orders
- Represent the company professionally at all times
- Maintain composure and professionalism in all situations

7.2 Security Standards

- Maintain constant vigilance and alertness during shifts
- Complete all required patrols and security checks
- Respond promptly to all incidents and alarms
- Follow escalation procedures for serious incidents
- Never sleep or use alcohol/drugs on duty
- Maintain accurate and detailed records

7.3 Safety and Emergency Response

- Follow safe work practices and risk assessments
- Report all incidents, accidents and hazards immediately
- Respond appropriately to emergencies and evacuations

- Provide first aid when qualified and necessary
- Contact emergency services when required
- Preserve evidence and incident scenes

7.4 Communication Expectations

- Provide thorough shift handovers to relief guards
- Write clear and detailed incident reports
- Communicate effectively via radio and phone
- Report security concerns and observations to supervisors
- Respond promptly to instructions from control room
- Maintain professional communication with clients and public

8. Application Process

8.1 How to Apply

Interested candidates should submit:

- Current resume/CV including work history
- Cover letter outlining relevant experience and availability
- Copy of current Security Licence (Class 1A)
- Copy of National Police Check (within 6 months)
- Copies of relevant certificates (First Aid, Fire Safety, etc.)
- 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 police check
- Reference checks with previous employers
- Drug and alcohol screening
- Site induction 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: ____ / ____ / ____