

Security 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

Security Officer / Senior Security Officer / Operations Security Officer

1.2 Position Summary

The Security Officer is responsible for managing security operations, supervising security staff, conducting risk assessments and investigations, and ensuring the implementation of security procedures and protocols. This role requires leadership capability, advanced security knowledge, strong decision-making skills and the ability to handle complex security situations across commercial, corporate or government facilities.

The position involves coordinating security operations, managing incidents and emergencies, conducting investigations, preparing detailed reports, liaising with management and emergency services, training security staff and ensuring compliance with security policies and procedures. Security Officers must demonstrate sound judgment, analytical thinking and professional conduct while managing both operational security and staff supervision responsibilities.

1.3 Reporting Structure

This position reports to:

- Security Manager / Operations Manager
- Site Manager / Facility Manager
- Regional Security Manager

1.4 Employment Type

This position is available as:

- Full-time (38 hours per week)
- Part-time (regular rostered shifts)
- Casual (relief for senior positions)

2. Key Responsibilities

2.1 Operations Management and Supervision

- Supervise and coordinate security guards and junior officers
- Allocate duties and ensure adequate coverage of security posts
- Conduct briefings and debriefings with security teams
- Monitor performance and provide feedback to security staff
- Ensure post orders and procedures are followed
- Manage shift handovers and communication between teams

- Coordinate with control room and management

2.2 Incident Management and Investigation

- Respond to and manage serious security incidents
- Conduct investigations into security breaches and incidents
- Interview witnesses and gather evidence
- Coordinate with police and emergency services
- Prepare comprehensive incident investigation reports
- Review CCTV footage and security systems data
- Recommend corrective actions and improvements

2.3 Risk Assessment and Security Planning

- Conduct security risk assessments for sites and events
- Identify vulnerabilities and security threats
- Develop and update security procedures and protocols
- Prepare security plans for events and high-risk situations
- Recommend security improvements and upgrades
- Review and update emergency response procedures
- Conduct security audits and inspections

2.4 Reporting and Documentation

- Prepare detailed operational reports for management
- Write comprehensive incident and investigation reports
- Maintain accurate records of security operations
- Compile statistics and trend analysis of security incidents
- Document staff performance and training needs
- Prepare briefing documents for management
- Ensure compliance with reporting requirements

2.5 Training and Development

- Train new security guards in site procedures and systems
- Conduct refresher training for existing staff
- Mentor junior security officers and guards
- Assess competency and identify training needs
- Develop training materials and procedures
- Conduct emergency response drills and exercises
- Ensure staff understand and follow post orders

2.6 Client and Stakeholder Management

- Liaise with clients and building management
- Address client concerns and requests professionally
- Maintain positive relationships with stakeholders
- Attend meetings and provide security updates
- Present security reports and recommendations
- Coordinate security requirements for contractors and visitors
- Represent the security team professionally

2.7 Systems and Technology Management

- Monitor and manage security systems and equipment
- Review CCTV and access control systems
- Report technical issues and coordinate repairs
- Ensure security technology is functioning correctly
- Manage alarm systems and response protocols
- Maintain security equipment inventories
- Recommend technology upgrades and improvements

3. Required Skills and Attributes

3.1 Essential Skills

Leadership and Supervision

Strong leadership skills with ability to supervise and motivate security teams. Effective delegation and task allocation. Ability to manage performance and provide constructive feedback. Leading by example and maintaining team morale and discipline.

Investigation and Analysis

Advanced investigative skills including evidence gathering and witness interviews. Analytical thinking to assess situations and identify root causes. Attention to detail in reviewing information and documentation. Ability to compile comprehensive investigation reports.

Risk Assessment

Ability to conduct security risk assessments and identify vulnerabilities. Understanding of security threats and mitigation strategies. Knowledge of emergency management and business continuity. Critical thinking to develop effective security solutions.

Communication and Reporting

Excellent written communication skills for detailed reports. Strong verbal communication with staff, management and stakeholders. Ability to present information clearly and professionally. Effective conflict resolution and negotiation skills.

3.2 Personal Attributes

- High level of integrity and ethical conduct
- Professional and authoritative presence
- Excellent judgment and decision-making capability
- Calm and composed under pressure
- Proactive and solution-focused approach
- Strong attention to detail and accuracy
- Ability to work independently with minimal supervision
- Reliable and trustworthy
- Adaptable and flexible to changing situations
- Strong work ethic and commitment to excellence

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)
- Minimum 3-5 years security industry experience
- Demonstrated supervisory or leadership experience
- Eligibility to work in Australia (visa or citizenship)
- Ability to pass drug and alcohol screening
- Clear criminal history suitable for senior security role

4.2 Desirable Qualifications

- Certificate III or IV in Security Operations
- Diploma of Security Management
- Current First Aid certificate (Level 2 or higher)
- Fire Safety Awareness training
- Crowd Control licence (where applicable)
- Driver's licence and reliable transport
- CCTV and access control systems experience
- Investigation or law enforcement background

4.3 Experience

Candidates must have substantial security industry experience demonstrating progressive responsibility. Experience should include supervising staff, managing incidents, conducting investigations and preparing reports. Background in corporate, government or high-security environments is highly regarded. Previous experience in emergency management, risk assessment or law enforcement is advantageous.

5. Working Conditions

5.1 Hours of Work

- Full-time position typically Monday to Friday with some weekend work
- May require rotating shifts including days, afternoons and nights
- On-call availability for emergency situations
- Overtime may be required during incidents or investigations
- Flexibility required for operational needs
- Roster provided in advance as per award requirements

5.2 Physical Requirements

- Ability to work extended hours when required
- Physical fitness to respond to incidents and emergencies
- Conducting site inspections and patrols
- Travel between multiple sites may be required
- Good vision and hearing for monitoring operations
- Ability to work in various environments and conditions

5.3 Work Environment

- Corporate offices, commercial buildings or government facilities
- Control room and operations centre work
- Indoor and outdoor environments during inspections
- Exposure to stressful and high-pressure situations
- Interaction with diverse stakeholders and public
- Potential exposure to confrontational situations

5.4 Uniform and Presentation

- Senior security officer uniform provided by employer
- Professional business attire for meetings and presentations
- Security licence must be worn and displayed
- High standard of grooming and presentation
- Radio equipment and communication devices provided
- Professional and authoritative appearance 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

Security Officers are generally classified under the award as:

- Level 3: Security Officer with specialized skills or limited supervisory duties
- Level 4: Senior Security Officer with significant responsibility and supervision
- Level 5: Security Officer managing operations or site security

The specific classification level will be determined based on duties performed, level of responsibility and supervisory requirements.

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 supervisory duties

Refer to the Security Services Industry Award 2020 for current rates and conditions.

7. Expected Behaviours

7.1 Professional Leadership

- Lead by example and maintain highest professional standards
- Supervise security staff effectively and fairly
- Make sound decisions under pressure
- Maintain confidentiality regarding security matters
- Represent the organization professionally at all times
- Foster positive team culture and morale

7.2 Operational Excellence

- Ensure security operations run smoothly and efficiently
- Respond promptly and effectively to all incidents
- Conduct thorough investigations and maintain accuracy
- Identify and address security vulnerabilities proactively
- Maintain detailed and accurate records
- Implement continuous improvement initiatives

7.3 Communication and Reporting

- Provide timely and detailed reports to management

- Communicate effectively with all stakeholders
- Keep management informed of significant issues
- Document all investigations and incidents thoroughly
- Present information clearly and professionally
- Respond promptly to client requests and concerns

7.4 Safety and Compliance

- Ensure compliance with all security policies and procedures
- Maintain highest safety standards for staff and public
- Ensure staff follow safe work practices
- Respond appropriately to emergencies
- Ensure regulatory compliance and licensing requirements
- Conduct regular safety audits and risk assessments

8. Application Process

8.1 How to Apply

Interested candidates should submit:

- Comprehensive resume/CV detailing security experience
- Cover letter addressing selection criteria and experience
- Copy of current Security Licence (Class 1A)
- Copy of National Police Check (within 6 months)
- Copies of security qualifications and certificates
- Contact details for at least three professional referees

8.2 Selection Process

Shortlisted candidates will be invited to:

- Initial phone interview to assess suitability
- Panel interview with senior management
- Scenario-based assessment or case study
- Verification of qualifications and experience
- Comprehensive reference checks
- Drug and alcohol screening

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: ____ / ____ / ____