

Security Supervisor Job Description

A comprehensive job description template
for Australian security services 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 Supervisor / Senior Security Officer / Security Team Leader

1.2 Position Summary

The Security Supervisor is responsible for managing and coordinating security operations at assigned sites or across multiple locations. This role involves supervising security officers, ensuring compliance with operational procedures, conducting performance reviews, managing rosters, liaising with clients, and maintaining high standards of security service delivery.

The position requires strong leadership skills, excellent communication abilities, and thorough knowledge of security operations and procedures. Security Supervisors must be capable of making sound decisions under pressure, managing staff effectively, resolving issues promptly, and ensuring all security services meet client expectations and regulatory requirements.

1.3 Reporting Structure

This position reports to:

- Operations Manager / Regional Manager
- Security Operations Manager
- Account Manager / Client Services Manager

This position supervises:

- Security Officers at assigned sites
- Static Guards and Mobile Patrols
- Control Room Operators (where applicable)

1.4 Employment Type

This position is available as:

- Full-time (38 hours per week)
- Part-time (regular rostered shifts with supervisory duties)
- Casual (relief supervisor as required)

2. Key Responsibilities

2.1 Team Management and Supervision

- Supervise and coordinate security officers at assigned sites
- Conduct site visits to monitor guard performance and service quality
- Provide on-the-job coaching and guidance to security staff

- Address performance issues and implement corrective actions
- Conduct regular team meetings and briefings
- Ensure security officers maintain professional standards
- Support and mentor new security staff

2.2 Roster Management and Coordination

- Prepare and manage staff rosters for assigned sites
- Ensure adequate coverage for all shifts and locations
- Arrange relief staff for absences and leave
- Coordinate staff for special events or additional requirements
- Monitor and manage overtime and penalty rate costs
- Ensure rosters comply with award requirements and fatigue management
- Communicate roster changes to staff promptly

2.3 Training and Development

- Conduct inductions for new security officers
- Deliver site-specific training and procedural updates
- Assess staff competency and identify training needs
- Organize and coordinate training programs
- Ensure all staff maintain current security licences and certifications
- Maintain training records and compliance documentation
- Develop training materials and standard operating procedures

2.4 Performance Management

- Conduct regular performance reviews and evaluations
- Set performance objectives and monitor achievement
- Provide constructive feedback and recognition
- Implement performance improvement plans when required
- Document performance issues and disciplinary actions
- Make recommendations regarding staff retention and progression
- Identify high performers for development opportunities

2.5 Client Liaison and Service Delivery

- Act as primary point of contact for assigned client sites
- Conduct regular meetings with clients and site managers
- Address client concerns and resolve service issues promptly
- Ensure services meet client expectations and contract requirements
- Provide regular service reports and updates to clients

- Identify opportunities to improve service delivery
- Build and maintain strong client relationships

2.6 Operational Compliance and Reporting

- Ensure compliance with all security procedures and protocols
- Review and verify incident reports and daily logs
- Investigate incidents and prepare detailed reports
- Monitor adherence to post orders and site instructions
- Ensure compliance with WHS and security licensing requirements
- Maintain accurate records and documentation
- Prepare management reports on operational performance

2.7 Emergency Response and Incident Management

- Respond to critical incidents and emergencies as required
- Coordinate emergency response procedures
- Liaise with emergency services and authorities
- Conduct post-incident reviews and analysis
- Implement lessons learned from incidents
- Ensure staff are trained in emergency procedures
- Maintain emergency contact lists and response protocols

2.8 Quality Assurance and Improvement

- Conduct regular site inspections and quality audits
- Identify areas for operational improvement
- Implement process improvements and best practices
- Monitor service delivery metrics and KPIs
- Develop and update standard operating procedures
- Ensure consistent service standards across all sites
- Participate in continuous improvement initiatives

3. Required Skills and Attributes

3.1 Essential Skills

Leadership and Management

Proven ability to lead, motivate and manage security teams effectively. Strong supervisory skills with experience in staff coordination, performance management and conflict resolution. Capability to make sound decisions and provide clear direction under pressure.

Communication and Interpersonal Skills

Excellent written and verbal communication skills for reports, briefings and client liaison. Strong interpersonal abilities for building relationships with staff, clients and stakeholders. Professional communication in all situations including conflict and emergency scenarios.

Security Operations Knowledge

Comprehensive understanding of security operations, procedures and best practices. Knowledge of security equipment, systems and technology. Thorough understanding of security licensing requirements, WHS obligations and relevant legislation affecting security services.

Problem Solving and Decision Making

Strong analytical and problem-solving abilities for addressing operational challenges. Sound judgment and decision-making skills in routine and emergency situations. Ability to assess situations quickly and implement appropriate solutions.

Organizational and Planning Skills

Excellent organizational skills for managing rosters, schedules and multiple priorities. Strong planning abilities for resource allocation and operational coordination. Attention to detail in documentation, reporting and compliance matters.

3.2 Personal Attributes

- Strong leadership presence and professional demeanor
- High level of integrity and ethical conduct
- Reliable and accountable with strong work ethic
- Calm and composed under pressure
- Proactive approach to problem-solving and improvement
- Customer-focused with service excellence mindset
- Adaptable and flexible to changing operational needs
- Team player who leads by example
- Strong commitment to safety and compliance
- Excellent time management and prioritization skills

4. Qualifications and Requirements

4.1 Mandatory Requirements

- Current Security Licence (Class 1A or equivalent in relevant state/territory)
- Minimum 3-5 years experience in security operations
- Proven supervisory or team leadership experience in security
- Current National Police Check (obtained within last 12 months)
- Eligibility to work in Australia
- Valid driver's license with clean driving record
- Current First Aid certificate and CPR certification

4.2 Desirable Qualifications

- Certificate IV in Security and Risk Management

- Diploma of Security and Risk Management
- Certificate IV in Training and Assessment (TAE40116)
- Crowd Control licence (where applicable)
- Firearms licence (where applicable)
- Advanced First Aid or Occupational First Aid certificate
- WHS qualification or safety management training

4.3 Technical Knowledge

- Proficiency in security management software and rostering systems
- Knowledge of CCTV systems and access control technology
- Understanding of incident reporting and case management systems
- Computer literacy including MS Office suite
- Familiarity with radio communications and dispatch systems
- Knowledge of security industry legislation and regulations

4.4 Experience

Candidates must demonstrate substantial experience in security operations with proven supervisory capability. Experience should include staff management, roster coordination, client liaison, incident management and quality assurance. Experience across multiple security sectors (retail, corporate, events, etc.) is highly valued. Track record of delivering high-quality security services and maintaining positive client relationships is essential.

5. Working Conditions

5.1 Hours of Work

- Full-time position typically 38-45 hours per week
- Flexible hours including days, evenings, nights and weekends
- On-call availability for emergencies and critical incidents
- Site visits and inspections during various shifts
- Attendance at meetings outside regular hours may be required
- Travel between multiple sites as required

5.2 Physical Requirements

- Ability to conduct site inspections involving walking and stair climbing
- Capability to respond physically to emergency situations
- Sitting for extended periods when conducting administrative work
- Driving between sites in various weather conditions
- Standing and walking during site patrols and inspections

- Physical fitness for operational security duties when required

5.3 Work Environment

- Office environment for administrative and planning duties
- Various client sites including retail, corporate, industrial locations
- Indoor and outdoor environments in all weather conditions
- Working independently and with teams
- Interaction with diverse clients, staff and stakeholders
- Exposure to potential security risks and emergency situations

5.4 Equipment and Resources

- Company vehicle or vehicle allowance for site visits
- Mobile phone and communication devices
- Laptop or tablet for administrative work and reporting
- Company uniform and identification
- Access to security management software and systems
- 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 supervisory and management roles.

6.2 Classification Level

Security Supervisors are generally classified under the award as:

- Level 3: Security Officer with supervisory responsibilities for small teams
- Level 4: Supervisor managing multiple sites or larger security teams
- Level 5: Senior Supervisor with significant management and operational responsibilities

The specific classification level will be determined based on scope of responsibilities, number of staff supervised, and complexity of operations managed.

6.3 Penalty Rates and Allowances

Supervisors 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%)

- Night shift (6pm-6am): 130% of ordinary rate
- On-call allowance when required to be available

Additional allowances may apply for specific duties, travel requirements, or use of personal vehicle. Refer to the Security Services Industry Award 2020 for current rates and detailed conditions.

7. Expected Behaviours

7.1 Leadership Standards

- Lead by example in professionalism and work standards
- Demonstrate integrity and ethical decision-making
- Support and develop team members effectively
- Communicate clearly and consistently with all stakeholders
- Take accountability for team performance and outcomes
- Show respect and fairness to all staff and clients

7.2 Operational Excellence

- Maintain high standards of security service delivery
- Ensure compliance with all procedures and regulations
- Proactively identify and address operational issues
- Respond promptly to incidents and emergencies
- Complete all documentation and reporting accurately and on time
- Continuously seek improvements in processes and outcomes

7.3 Client Service

- Maintain professional and courteous client interactions
- Respond promptly to client requests and concerns
- Ensure services meet or exceed client expectations
- Build and maintain positive client relationships
- Represent the company professionally at all times
- Seek client feedback and act on improvement opportunities

7.4 Safety and Compliance

- Prioritize safety in all decisions and activities
- Ensure team compliance with WHS requirements
- Report all incidents, hazards and near misses
- Maintain current licences and certifications
- Follow security licensing regulations and ethical standards
- Promote safety culture within the team

8. Application Process

8.1 How to Apply

Interested candidates should submit:

- Comprehensive resume/CV detailing security and supervisory experience
- Cover letter addressing selection criteria and leadership experience
- Copy of current Security Licence (Class 1A)
- Contact details for at least three professional referees
- Copies of relevant qualifications and certifications
- Current National Police Check (within 12 months)

8.2 Selection Process

Shortlisted candidates will be invited to:

- Initial phone interview to discuss experience and suitability
- Face-to-face interview with senior management
- Scenario-based assessment or case study exercise
- Comprehensive reference checks with previous employers
- Verification of licences and qualifications
- Background checks and security clearance verification
- Site visits to understand operational environment

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: ____ / ____ / ____