



# Parliamentary Service Department

## Job Description

### Security Operations Manager

Classification:	Level 6
Type of employment:	Fulltime – Non-Sessional
Unit:	Security and Reception Services
Date last updated:	June 2026
This position reports directly to:	Security and Reception Services Manager
This positions Supervisor is responsible to:	Deputy Executive Manager Parliamentary Services
Number of staff reporting to this position:	Approximately 19

#### About the Unit

The primary role of the Security and Reception Services Unit is to provide a secure environment for Members of Parliament, staff and visitors within the Parliamentary precinct, including the annexe located at 2 Parliament Place.

Personnel safety is the highest priority as well as the protection of infrastructure and property. The national Protective Security Policy Framework informs the unit's responsibilities.

Security and Reception Services staff are responsible for providing front line customer service to Members of Parliament, staff and the public.

#### Primary Responsibilities

Security Services includes the provision of trained security personnel, documented policies and procedures, detailed emergency response plans, monitoring, screening, detection and the treatment of events and threats. The responsibilities of this role are described broadly as:

1. One of two Security Operations Managers will rotate responsibilities to meet operational requirements supporting the Security Manager. The position holders must role model security vigilance and customer service.
2. Provides planning management across events, staff development, policy, procedures and the protective security management system.
3. Provides open-source intelligence analysis relevant to the Parliamentary environment.
4. The primary position responsible for operational security and planning management.
5. Assist with strategy and policy development as well as writing reports based on protective security management.
6. Participate in decisions relating to the strategic management and planning of Security.

7. Actively engage and respond to security incidents under the direction of the Security Manager and without direction if imminent threat is present.
8. Assist to manage and maintain security within the Parliamentary Reserve and annexes to ensure the safety of Members, staff and visitors.
9. Assist with the Parliamentary Emergency Response.
10. Manage performance and conduct of security personnel and contracted security services.
11. Conduct post incident debriefs as required.
12. Maintain a comprehensive understanding of protective powers applicable for the Parliamentary Reserve and annexes.

## Specific Duties

1. Assess individual behaviour, including “non-verbal”, body language, verbal cues, mood and demeanour to determine whether a person demonstrates threatening, intimidating, erratic behaviour to determine whether they should be granted entry into Parliamentary buildings.
2. Identify events or circumstances that represent a threat, assess their likelihood and consequence and, provide/seek advice to implement measures to mitigate or reduce threats.
3. Advise the Security Manager of actual or potential high-risk persons that threaten the Parliamentary environment.
4. Take immediate action to prevent an imminent threat to life and/or harmful injury and provide initial response to serious incidents.
5. Assist with security related investigations and present the reported findings to the Security Manager.
6. Assist in liaising with external agencies on matters that impact the security of the Parliament, staff and community and report to the Security Manager.
7. Assist the Security Manager to prepare a monthly Security report for the Executive.
8. Assist with the safe control (and monitoring) of entry by all Members of Parliament, staff, visitors and the public entering or attempting to enter Parliamentary buildings.
9. Deal with irrational and irate members of the public to avoid any possible volatile situations.
10. Maintain electronic records of all security incidents.
11. Assist with the coordination of protective security for rallies/protests.
12. Manage Security CCTV in line with organisational policies.
13. Manage the regular testing of the Fire Detection System and evacuation procedures.
14. Act as a Fire Warden and First Aid Officer.
15. Act as incident controller as required.
16. Manage and allocate Security and Reception Services Unit resources, including personnel, rostering and contracted services.
17. Manage parking on the Parliamentary Reserve and adjacent parking facilities.
18. Manage the induction of new employees on security, parking and building access matters.
19. Manage allocation and retrieval of electronic access cards for Members of Parliament, staff and contractors.

## Selection Criteria

### Essential

1. A relevant tertiary qualification in a security related discipline.
2. Demonstrated experience in protective security including 3 - 5 years' security management.
3. Demonstrated knowledge of protective security management best practice.
4. Demonstrated staff management and leadership experience.
5. Proven conflict resolution skills.
6. Excellent interpersonal skills, particularly oral communication.
7. Demonstrated experience in Emergency Response and First Aid.
8. Computer literacy at a competent level.
9. Good written skills.
10. Must possess a current National Police Clearance (less than 12 months old).

### Desirable

1. Policing or military background.
2. Experience managing CCTV operations
3. Knowledge of developing security awareness programs.

## Competencies

### TEAMWORK/COLLABORATION

Working effectively with team/work group or those outside formal lines of authority (e.g. peers, senior managers) to accomplish organisational goals; taking actions that respect the needs and contributions of others; contributing to and accepting the consensus; subordinating own objectives to the objectives of the organisation or team.

### PLANNING AND ORGANISING - WORK MANAGEMENT

Establishing a course of action for self and/or others to accomplish a specific goal; planning proper assignments of personnel and appropriate allocation of resources.

### INDIVIDUAL LEADERSHIP/INFLUENCING

Using appropriate interpersonal styles and methods to inspire and guide individuals (subordinates, peers and superiors) toward goal achievement; modifying behaviour to accommodate tasks, situations, and individuals involved.

### QUALITY ORIENTATION/ATTENTION TO DETAIL

Accomplishing tasks through concern for all areas involved, no matter how small; showing concern for all aspects of the job; accurately checking processes and tasks; maintaining watchfulness over a period of time.

### JUDGEMENT/PROBLEM SOLVING

Committing to an action after developing alternative courses of action that are based on logical assumptions and factual information and that take into consideration resources, constraints and organisational values.

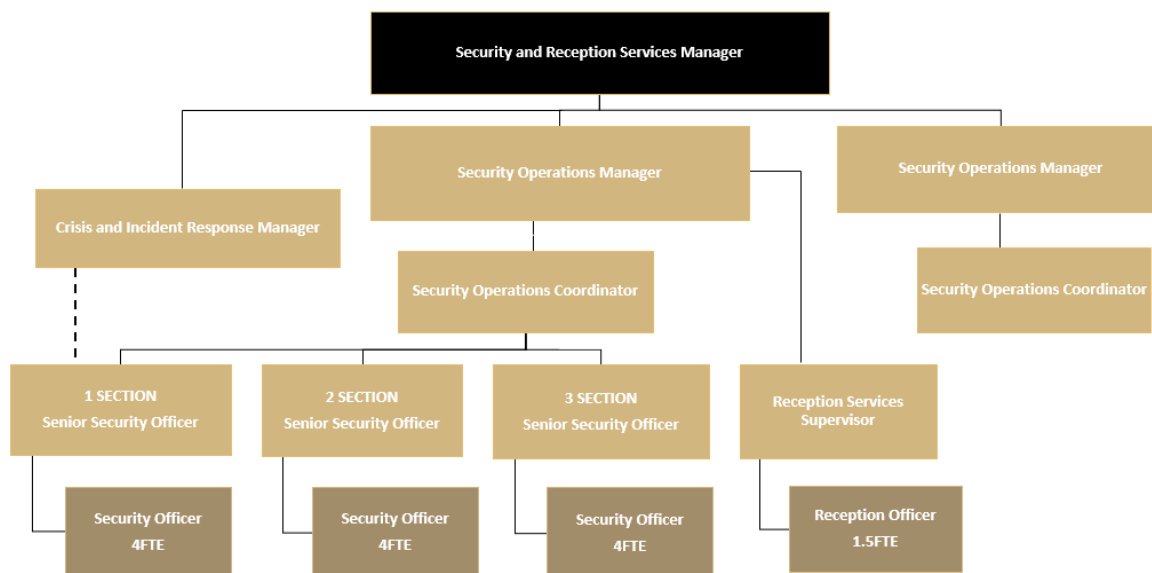
### ORGANISATIONAL AWARENESS

Having and using knowledge of systems, situations, procedures and culture inside the organisation to identify potential organisational problems and opportunities; perceiving the impact and the implications of decisions on other components of the organizations.

### INTEGRITY

Maintaining and promoting social, ethical, and organisational norms in conducting internal and external business activities.

## Unit Organisational Structure



## Parliamentary Service Department Values

Parliamentary Service Department staff are expected to embrace the following four values, which underpin positive culture and behaviours.

**Professional** – Showing respect and professionalism in all aspects of work.

**Accountable** – Being honest and trustworthy in performance of our public duties.

**Transparent** – Maintaining fairness and consistency.

**Helpful** – Cooperation among teams and with others while always showing encouragement.

## Further Information

- Applicants must be an Australian citizen or permanent resident.
- Applicants may be required to undertake skills or psychometric testing.

## Acknowledgement

I acknowledge that my supervisor has explained this job description to me:

_____	_____	Date: _____
Employee Name	Employee Signature	
_____	_____	Date: _____
Supervisor's Name	Supervisor's Signature	