

Job Description

VENUES WEST

Position details:

Title:	Public Safety and Security Manager	Position Number:	TBD
Classification:	Level 6		
Branch:	Venue Operations		
Directorate:	Venue Management		
Award/Agreement:	Public Sector CSA Agreement and GOSAC Award 1989		
Reports to:	General Manager Venue Operations		
Direct Reports:	Nil		
Special Conditions:	Outside of normal hours work is a requirement of this role.		

About the Organisation

Our Vision is to deliver world class sport and entertainment experiences through the effective management of our venues.

We directly support high performance sport by providing training and competition facilities, direct subsidies to sport on venue and events costs, and through the provision of high performance sport experiences for the community.

We focus on attracting world class sport and entertainment events, providing all Western Australians with the opportunity to be inspired.

About the VenuesWest Way

The VenuesWest Way guides the way we work and the way we model our behaviour.

It is our system of defining and measuring our culture and sets the expectations on how we engage, improve, support and challenge one another to be the safest and best we can be – as individuals and as a collective.

Our signature behaviours:



About the Directorate

The Venue Management Directorate is responsible for the activation of VenuesWest managed facilities through the provision of support for high performance sport and delivery of community and commercial opportunities for sport, recreation and entertainment.

About the Role

This role oversees the prioritization and delivery of public safety and security management measures for all self and co-managed venues, and for partnered venues as required. The role will drive the successful delivery of *Strategic Objective 6 – Safe and Secure Venues and Workplaces* and the 5 Pillars of Public Safety Preparedness and support a safety culture that gives staff the confidence to meet their obligations.

The role will minimise security risks faced by VenuesWest and ensure compliance with relevant legislation, standards and codes of practice and maximise the preparedness of VenuesWest to react, respond to and recover from incidents, emergencies, crisis events, external and internal threats and other disruptive events.

About the Responsibilities

VenuesWest is committed to the principles of Equal Employment Opportunity (EEO) and diversity in the workplace and the provision of a safe environment for our employees, customers, trainees, students and volunteers. We will perform all duties and responsibilities in a manner and behaviour consistent with EEO legislation, Occupational Safety & Health legislation, VenuesWest's Code of Conduct, the VenuesWest Way and other relevant Policies/Procedures and legislation.

Public Safety & Security

- Subject Matter expert (SME) for the Public and Workplace Health & Safety Executive Committee (PWHS), providing support and advice to the group on all matters related to public safety, security and counter terrorism preparedness.
- Develops, reviews, and improves all policies and procedures in accordance with industry best practices and legal requirements.
- Identifies focus areas for ongoing education and learning and support implementation of the educational component of the PWHS.
- Provides support and guidance for public safety and security management measures at all co-managed venues.
- In collaboration with the Emergency Planning Committee, ensures emergency preparedness competency requirements are appropriate.
- Undertakes security audits and investigations as required to implement business process improvements and address any incidents or complaints regarding the:
 - provision of safe and secure environments for patrons and workers at public venues
 - enhancement of safety, security and crime prevention initiatives
 - identification of any learning and skills gaps with a view to developing training initiatives
 - identification of any learnings and improvements following on from incidents and hazard identification
- Builds and maintains effective working relationships with key internal and external stakeholders (including Western Australia Police, Australian Federal Police, WorkSafe, and key security providers) for the purpose of:
 - promoting initiatives and outcomes relating to Public and Workplace Health & Safety
 - supporting VenuesWest business areas in the delivery of safety and security related projects or initiatives
 - creating understanding and awareness of public safety and security
 - building capability to recognise and respond appropriately to security, public safety, terrorism risks and critical incidents.
 - collaborating to establish effective operational approaches to public safety, emergency management, and security preparedness and responsiveness.
- Provides oversight of the venue specific vulnerability assessments and venue specific Security Management Plans.
- Reviews operational effectiveness and recommends actions for CCTV expansion and/or system management.
- Provides expert advice on event specific public safety and security management risks.
- Regularly reviews and updates security protocols to address emerging threats and technologies.



Training

- Facilitates employee education and awareness programs in relation to security, situational awareness and public safety training in consultation with the Safety & Risk and People & Culture teams.

Emergency Management

- In consultation with GM Venue Operations, delivers mandatory security and public safety-based drills at all self-managed venues and assists co-managed and partner managed venues.
- Acts as an observer during drills, sharing findings and making recommendations for improvements.
- Establishes effective operational approaches to public safety, emergency management and security preparedness and responsiveness.
- Reviews preparedness and planned responses for security and public safety issues for major events at self-managed venues and for minor events as required and identified by GM Venue Operations and GM Sports & Events.
- Conducts onsite security observations at major/minor events as identified to ensure public safety and protection of crowded places.
- Provides SME advice to IRT and CMT and on Business Continuity in the event of a major or critical incident.

Risk Management

- Identifies security and public safety risks and ensure appropriate risk workshops and assessments are conducted and recorded as per VW Risk Governance framework in consultation with the Chief Safety and Risk Officer.
- Uses data and information for analysis of issues and trends to identify emerging issues, make recommendations for continuous improvement and inform decisions in relation to risk management measures for public safety, security and emergency preparedness.

Administration

- Drafts executive reports relating to public safety, security, and emergency management audits and coordinates the implementation of audit recommendations.
- Develops, implements and maintains policies, procedures and plans in relation to public safety, security risk and emergency management as directed by the PWHS.
- Delivers public safety and security management projects and initiatives to ensure audit compliance and continuous improvement.
- Performs other relevant duties as directed.

About the Person

The following **essential** capabilities are to be addressed in the context of the responsibilities of the position:

1. Proven experience working in public safety and/or security management frameworks, strategies and practices including:
 - Interpretation and application of relevant policies, legislation, standards and codes of practice; specifically:
AS: 3745/2010 - 'Planning for Emergencies in Facilities'
HB: 167:2006 - 'Security Risk Management'
ISO: 31000/2009 - 'Risk Management – Principles and Guidelines'
 - Provision of specialist advice, direction and support to management and key stakeholders in a venue management, event or service delivery organisation.
2. Understands strategic objectives, trends and factors that may influence work plans; Scans the environment to monitor work plans; Thinks laterally and is innovative in identifying and implementing improved work practices.
3. Establishes clear plans and timeframes; Evaluates performance and identifies need for change; Determines action and focuses on quality whilst seeing tasks and projects through to completion.



4. Builds and maintains relationships with stakeholders, team members and colleagues; Recognises and adapts to individual differences and diversity and takes responsibility for delivering high quality customer focussed services.
5. Exemplifies personal integrity and self-awareness by adhering to the VenuesWest Way and Code of Conduct; Challenges issues constructively, committing to actions and reflecting on own behaviours.
6. Communicates and influences effectively both orally and in writing, presenting messages confidently, listening to differing ideas and presenting persuasive counter arguments in negotiations.
7. Defines and clearly communicates roles and responsibilities; Negotiates and monitors performance standards and provides regular feedback to build on strengths; Guides the team and achieves results; Actively promotes and communicates change to employees.

The following *desirable* capabilities are to be addressed in the context of the responsibilities of the position:

1. Direct experience in managing public safety for places of mass gathering.
2. Demonstrated experience in the application of relevant legislation, regulations and standards.

Qualifications / Certifications

Essential:

- Tertiary qualification (Certificate level or higher) in Security Management, Risk Management, or a related discipline.
- WA Construction Industry White Card (Work Safely in the Construction Industry).

The following qualifications are essential to undertake the duties of the Chief Warden as part of the Emergency Control Organization and training will be arranged by VenuesWest as soon as possible upon commencement in the position. Please note that employees who do not hold these qualifications cannot undertake the responsibilities of the Chief Warden.

- Confine Small Workplace Emergencies (PAUWER008B)
- Lead an Emergency Control Organisation (PUAWER006B)
- Operate as Part of an Emergency Control Organisation (PUAWER005B)

Employment Conditions and Eligibility

- Appointment to this position is conditional upon:
- providing appropriate evidence of the 'Right to Work' in Australia
- providing a National Police Clearance Certificate (dated within 3 months from the date of application for the position) from a recognised service provider as determined by VenuesWest

Important note: The key requirements and attributes detailed above are based on the following core capabilities prescribed in the VenuesWest Job Capability Framework:

- Shapes and manages strategy
- Achieves results
- Builds productive relationships
- Exemplifies personal integrity and self-awareness
- Communicates and influences effectively
- Manages people

Additional information can be obtained by contacting People and Culture on (08) 9441 8362.



Certification:

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.		
Peter Bauchop Chief Operating Officer		Date Approved:/...../.....
As occupant of the position I have noted the statement of duties, responsibilities and other requirements as detailed in this document.		
Employee Name:		Date Appointed:/...../.....
Signature:		Date Signed:/...../.....

