JOB PURPOSE
The role of the Security Operations Manager (Systems) is to manage initiatives to ensure the security systems installed across the University are robust and operating effectively to protect the UNSW community, property and assets. This will be achieved through the day to day management of the outsourced contract for security system maintenance, planning for systems upgrades and new projects, identifying system risks through assessment, compliance testing and critical management response. Reporting to Manager, Security in the Security Department of Facilities Management (FM) the position will be responsible for:

MAIN DUTIES
- Manage security systems, including locksmith operations on a continuing basis to ensure the systems are operating effectively at all times and develop, test and maintain procedures to respond to system failures in a priority of risk to safety and security.
- Provide specialist advice and support to Manager, Security and UNSW community on security systems.
- Provide leadership, through motivation, coaching and support to staff within the security systems and locksmiths units.
- Plan and manage all security system projects and upgrades, identify risks and document controls to mitigate risk to an acceptable level.
- Management of the outsourced security system maintenance contract. Monitor and drive performance through monthly KPI review, ensuring compliance with health & safety and other legislative and regulatory requirements.
- Adopt an innovative approach in researching and providing strategic advice on new technology solutions that would enhance safety and security on campus; develop business cases for implementation where required.
- Maintain own knowledge of current developments in card technology.
- Contribute to the development of the University Emergency Management Plan, Security Management Plan and other security policies and procedures.
- Develop and maintain technical design and installation guide for security systems and ensure installers are compliant with the guidelines.
- When required act in Security Operations Manager (Crime Prevention and Safety) role to provide support, advice and solutions.
- Provide Manager, Security with monthly reports on areas including but not limited to system failures, contract performance, budget management, health & safety and other matters upon request.
Develop strong stakeholder relationships with FM Project Managers, Faculty Managers, contractors and security system peers.

Work closely with FM Systems and UNSW IT to maintain fully operational security systems.

Monitor and control security systems and locksmiths expenditure within budget and identify cost efficiencies without reducing levels of service delivery.

Provide afterhours support on a rostered basis.

Ensure risks are identified and controlled for tasks, projects and activities that pose a health and safety risk within your area of responsibility

ENVIRONMENT

Position Context
FM delivers a wide range of services to UNSW on planning, development, maintenance, environmental, logistical associated services to provide a safe and secure campus. Security, a unit within Campus Services, FM, is responsible for the provision of security & risk management, security operations, security systems including locksmiths and emergency management services. Security Services are provided via a combination of in-house and contracted staff.

Reporting Relationships
This position reports directly to the Manager, Security.

Roles reporting to this position include the Systems Coordinator, Security Access Assistant, Locksmiths.

Other relationships: Work closely with staff in the Security Services unit, Associate Director Campus Services, Facilities Management Units

PRINCIPAL ACCOUNTABILITIES

The security systems installed meet the requirements of the University Security Design Guidelines and meet Australian Standards AS2201 (Security) and AS4806 (CCTV) in supporting a safe and secure environment.

Security system failures are minimal and those which occur are responded to and recovery process commenced within the agreed timeline (business continuity plan). Manager, Security is provided with full report into cause of such system failures and recommendations to prevent further occurrences.

To manage contractors to ensure the University receives a high level of professional service that meets agreed key performance indicators and compliance standards.

Provide high level expert advice on security system related matters which is accurate and meets legislative and regulatory requirements.

Managing security systems and locksmith staff, monitoring their output to ensure key performance targets are achieved.

Works conducted by contractors are audited for WHS purposes and to ensure they meet installation guidelines, and function as required prior to payment of invoice.

All projects are planned, documented, monitored and communicated to key stakeholders.

Ensuring all expenditure meets the requirements of the UNSW Procurement Policy and is in line with the department objectives.
SELECTION CRITERIA

- A tertiary qualification in security management and extensive experience (3 years +) in a large complex organisation, including experience of contractor management and related budgets.
- Position holder must have a minimum 1AC/2AB security licence.
- Demonstrated advanced understanding of, or high level experience with:
  - Networking principles such as VLANS, DNS, routing, addressing i.e. subnets & gateways.
  - Installing, maintaining and troubleshooting Gallagher access control software.
  - Managing and maintaining IP CCTV systems.
  - Programming and encoding Gallagher proximity readers.
  - Understanding and up to date knowledge of card encryption standards, technologies and methodology.
- Demonstrated extensive managerial experience leading teams to deliver projects, initiatives and daily operations including the capacity to problem solve and think strategically.
- Demonstrated knowledge of locksmith operations is desirable.
- Extensive knowledge of security operations, regulatory requirements and the development of policies and procedures.
- Proven ability to communicate at high level both written and verbal with the ability to liaise within a multicultural environment at every level and establish effective professional relationships.
- Willingness and capacity to implement required health and safety policies and procedures.
- Ability to implement equal opportunity and diversity policies and programs.