

Position Description

Position Title	Civic Safety Officer
Directorate	City Futures
Department/Business Unit	Engineering & Major Projects
Team	Building Maintenance
Classification	Band 5
Date	June 2025
Reports to:	Building Facilities Officer
Supervises:	Nil
Internal Liaison:	All departments
External Liaison:	Library patrons and general public Victoria Police External contractors and consultants Neighbouring tenancies including Government Services Buildings

Position Objectives

Your primary purpose in this position is to:

- To monitor and patrol Council's civic precincts, including libraries and other facilities, to ensure community safety and protection of Council's assets is maximised.
- To prevent loss and damage to Council and private assets within civic precincts.
- To provide high level customer service advice to precinct visitors and Council staff.
- To assist in maximising the effectiveness of safety and security infrastructure in and around civic precincts.

Key Selection Criteria

You need these essential qualifications (or experience), knowledge and skills to carry out this position.

Essential

- Degree or Diploma level qualification in Criminal Justice / Security / Risk Management or equivalent with little or no relevant work experience, or alternatively lesser formal qualifications, such as Certificate III / IV Security and Risk Management or Current Security Guard license (Unarmed Guard, Control Room Operator), with relevant experience.

Relevant experience should include:

- providing public safety and security services, including diffusing difficult situations,
- interpreting regulations, Local Laws, policies and procedures,
- managing time, setting priorities, planning and organising work, both on an individual and team basis,
- undertaking investigations, interviewing witnesses, victims of crime and suspects, as well as preparing enforcement documentation such as infringement notices and/or briefs of evidence.
- Must be available to work regular weekend / evening shifts and reasonable overtime.

As part of the Key Selection Criteria, you must hold and supply these licences, registrations, certificates, etc., prior to offer of employment and commencement and continue to maintain them throughout your employment in this role with Council:

- ☒ satisfactory (and ongoing) Working with Children's Check
- ☒ satisfactory (and ongoing) Police Check
- ☒ current valid (and ongoing) Victorian Driver's Licence
- ☒ ongoing First Aid and CPR (specify) including:
 - ☒ Provide First Aid (Level 2)

Position Specific Responsibilities & Skills

In this position, you are responsible for:

Safety and Security patrols and monitoring	<ul style="list-style-type: none"> • As part of a team and within allocated work plan, monitor and patrol civic precincts, to ensure that visitors and customers comply with acceptable standards of behaviour. • Provide a visible presence in libraries, to increase customer and staff confidence in the safety of that environment. • Engage with customers, visitors, staff, contractors and other persons, to provide education on Council policy and procedure in relation to civic safety and security. • Where necessary, initiate compliance/enforcement action, in accordance with Council's Local Laws policy and procedure. • Assist with administration, enforcement and supervision of Council's patron behaviour standards. • Where necessary undertake investigations, interview witnesses, victims of crime and suspects. • Receive and act upon reports concerning persons displaying of behaviours that breach the Library Conditions of Entry. • Conduct programmed patrols of safety, security and access infrastructure, including but not limited to: <ul style="list-style-type: none"> ○ All facility access/egress points, for both pedestrians and vehicles; ○ CCTV equipment; ○ alarm systems; ○ visitor/contractor access; ○ plant; ○ public access areas i.e. library, foyers, meeting rooms, civic square. • Log and report any damage or faults detected during inspections. • Assist in identifying and implementing improvements to safety and security infrastructure. • Undertake role of Building Emergency Officer (Chief Warden) when required. • Provide prompt and detailed Incident Reports on safety and security incidents and equipment malfunction or performance issues. • Assist with the development and delivery of Council's patron behaviour and precinct security programs. • Provide safety and security support and assistance to other Council staff working in the precinct. • Maintain daily activity and incident logs. • Collate incident log reporting data and provide reports monthly, quarterly, six monthly and annually.
Customer Service	<ul style="list-style-type: none"> • During business hours, provide concierge services to customers, contractors and other visitors to the civic precinct. These services will include, but not be limited to: <ul style="list-style-type: none"> ○ directing customers to appropriate services within the facility;

	<ul style="list-style-type: none"> ○ advice on Council and commercial services and facilities within the precinct; ○ ensuring the sign in/out of visitors and contractors; ○ assisting customers with disabilities; ○ assisting in developing and maintaining effective relationships with regular users of civic facilities such as school students, community groups, commercial tenants and Council staff.
First Aid Activities	<ul style="list-style-type: none"> • Undertake the role of First Aid Certified Officer (FACO) and administer first aid in line with job requirements and <i>OHS First Aid Operational Procedure</i>
Working out of Hours	<ul style="list-style-type: none"> • This position may require participation in an availability roster where after hours contact for work related matters is required and in accordance with operational requirements (which may vary from time to time). If the participant is required to participate in such a roster etc, then the relevant/applicable allowance will be paid. • If the incumbent is in receipt of such an allowance, then it is expected that the incumbent will monitor designated communication channels and respond in a timely and appropriate manner.

Core Organisational Capabilities

We have a Core Capability framework to help everyone succeed and develop for their current and future positions. The relevant capabilities for this position are at the back.

REACH Values

Our REACH values define who we are and how we interact with others. They define how each of us should aim to operate in the workplace regardless of the role we hold. Our REACH values are at the back.

Organisational Responsibilities

Everyone at Council has the following responsibilities and obligations:

Emergency Management	<ul style="list-style-type: none"> • Help Council fulfil its emergency management obligations by assisting in emergency management activities as required
Occupational Health and Safety	<p>All employees have responsibilities to:</p> <ul style="list-style-type: none"> • Take reasonable care of their own health and safety. • Take reasonable care that their acts do not adversely affect the health and safety of other persons or themselves. • Follow policy, procedure or instructions to ensure as far as is reasonably practicable a safe workplace. • Report all incidents, injuries and near misses to their supervisor immediately and adhere to Council's occupational health, safety and return to work (RTW) policies and procedures. • Participate in health and safety training programs and initiatives.
Child Safety	<ul style="list-style-type: none"> • Understand obligations and act in an appropriate manner with and around children • Promote positive work practices with children • Establish boundaries around acceptable and unacceptable behaviour in relation to children • Adhere to reporting obligations where there is suspected or discovered child abuse
Climate Change &	<ul style="list-style-type: none"> • Help support Council's response to the climate emergency by helping facilitate a whole -of-organisation approach where climate change mitigation and adaptation is

Sustainability	embedded into all Council services, assets, operational and decision-making processes.
Compliance	<ul style="list-style-type: none"> Remain mindful of the requirements of the Victorian Charter of Human Rights at all times Manage Council records in accordance with the relevant Council policies and corporate requirements to protect personal information. Perform other duties as directed within the limits of acquired skills, knowledge, and training. At all times, take responsibility for maintaining the strictest levels of confidentiality regarding ratepayers, customers, and employees. At all times, comply with Council's Code of Conduct - Staff.
Diversity, inclusion and equity	<ul style="list-style-type: none"> Demonstrate an understanding of and the ability to work with, diversity in the workplace, including: <ul style="list-style-type: none"> zero tolerance of racism and expectations that staff will act on incidents of racism supporting Aboriginal and Torres Strait Islander children to express their culture and enjoy their cultural rights.
Gender Equality	<ul style="list-style-type: none"> Support Councils response to the prevention of violence against women and workplace sexual harassment, including by modelling acceptable behaviour, and reporting improper conduct in a timely manner.

Inherent requirements of the position

These are the essential requirements of this position:

Council has a Flexible Work Policy. All staff are required to attend the workplace for the minimum number of days specified in the Policy.

Working out of standard business hours

- ☐ Not required.
- ☒ This role may be subject to work related contact outside of normal business hours. (Refer to Key Selection Criteria)

On a typical day, approximately this much time would be spent on the following activities:

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
Working independently – ability to utilise autonomy with respect to the processes by which tasks are completed. Little to no autonomy with respect to the work allocated to them by the supervisor		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Team based work – works in a team of people and not exposed to isolation		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Communicating with others – Verbally		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Communicating with others - Written		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Focused Attention to task – high levels of attention required to minimise errors and ensure accuracy		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
Concentrating – high levels of concentration required while completing required tasks					
Planning and sequencing tasks and activities		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Decision making – required to exercise sound decision making while completing all aspects of the position		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Problem solving – requirement to develop sound solutions to novel or unusual problems arising during the course of the day		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reasoning – required to exercise sound reasoning while completing all aspects of the position within defined scope		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Judgement – required to exercise sound judgement while completing all aspects of the position within defined scope		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Short and long-term memory recall – ready access to documented procedures or precedents to perform requirements of the position		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Emotional resilience – exposure to stressful or distressing situations including meeting specified deadlines and production demands, dealing with aggressive or upset customers/clients, high conflict situations, general workload demands, change beyond individual's personal control		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Interruptions – frequency of interruptions to daily work plans and requirement to change work plans at short notice		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Physical Requirements

☒ This position does not require more than 10-15% manual handling/physical exertion

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
Mobility/Postures					
Sitting – stay in a seated position		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Standing – standing in an upright position, moving less than 3 steps		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Walking – In an upright position, moving more than 3 steps		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Crawling – Move on the hands & knees or by dragging the body close to the ground		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Non-manual handling					
Crouch/squat – To lower the body by bending forward from legs and spine, buttocks on or near the heels		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kneeling – To lower the body		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
Bending – To bend forward and down from the waist or the middle of the back, rounding the shoulders and back for more than 3 seconds		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reaching – Extending arms out in any direction		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Twisting/trunk rotation – Rotating the body to one side or the other without moving the feet		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fine manipulation/pinch grip – Fingers are on one side of the object and thumb on the other, typically without the object touching the palm		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Power/open hand grip – Using the whole hand to grasp an object, typically used to handle large or wide objects where the fingers are extended		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Writing/typing		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climb ladders		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climb or descend stairs		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Low level work – Performing manual handling actions at or near ground level		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Manual Handling					
Lift/Carry/Hold – Raising or lowering an object from one level to another and holding/transporting the object using the hands, arms or on the shoulders		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pushing/Pulling – Applying force to move something away or closer to one's self, including static positions		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kilograms of force (kg.f) – Amount of force or effort required to perform a specific task or part of a task		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Weight requirements – lift, carry, push, pull or hold					
1-5kg		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.1 – 10kg		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10.1 – 15kg		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15.1 – 20kg		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift floor to hip		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift waist to shoulder		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift overhead		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pushing/pulling		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Band descriptors (as defined in Council's Enterprise Agreement)

These descriptors help to classify the position:

Accountability and Extent of Authority

The position is directly held responsible for:

- Maintaining and improving amenity within the civic precinct, providing prompt and courteous advice and assistance to members of the community and general public regarding use of the Council and commercial services and facilities within the civic precinct.
- When providing accurate and consistent specialist advice to clients or to regulate clients, the freedom to act is subject to close supervision or to clear guidelines. Advice provided to management and external contractors will be based on the application of Council's Local Laws, policies and procedures, as well as an understanding of relevant precedents and previous decisions made.
- Maintaining and improving both actual and perceived levels of safety within the precinct, including maintaining the effectiveness of safety and security infrastructure, systems and procedures within the

civic precinct.

- The effect of decisions and actions taken on individual clients may be significant, but the decisions and actions and the contents of reports / recommendations are always subject to appeal or review by the Building Facilities Officer and Coordinator Building Maintenance.
- When providing direct support and assistance to the Building Facilities Officer, the freedom to act is not limited simply by standards and procedures, and the quality of decisions and actions taken will often have an impact upon the performance of the employees being supported.

Judgement and Decision-Making Skills

Judgement and decision-making is within the following scope:

Judgement and decision making will be within the following scope:

- The work will involve solving problems, using procedures and guidelines and the application of professional or technical knowledge, or knowledge acquired through relevant experience.
- Problems are occasionally of a complex or technical nature with solutions not related to previously encountered situations and some creativity and originality is required.

Independently:

- The incumbent is required to make decisions and use sound judgement associated with day-to-day activities, including to diffuse difficult situations, having reference to well defined objectives, set procedures, regulations and policies. The position requires the incumbent to apply professional or technical knowledge, or knowledge acquired through relevant experience to select the appropriate action to be taken in any given situation, considering the circumstances of each situation,
- The incumbent is expected to research matters within established guidelines and make sound and reasoned decisions based on the results of the research, in the context of the particular matter and provide justification to support an action / recommendation.
- The incumbent is required to use their judgement to diffuse difficult situations,
- Decisions made by the incumbent are subject to review by the Building Facilities Officer and Coordinator Building Maintenance.

With Input from the Building Facilities Officer:

- The position is responsible for seeking guidance from the Building Facilities Officer or other senior Building Maintenance staff in relation to these matters in the Building Facilities Officer's absence.

Recommends and Identifies to the Building Facilities Officer

- Suggestions for the development of relevant policies, procedures, processes or other documentation when those currently established are shown to be inadequate.

Guidance:

- Guidance can be sought from the Building Facilities Officer or by more senior and experienced Building Maintenance Officers.
- When working on weekends or outside the spread of ordinary hours, the application of acquired professional knowledge and experience will therefore need to be relied upon. However, guidance and advice would usually be available by the Building Facilities Officer within the time required to make a choice.

Specialist Knowledge and Skills

The position requires the following essential skills and knowledge:

- Proficiency in the application of standardised procedures, practices, relevant Acts and Regulations and an understanding of relevant precedents and previous decisions. However, as a specialist, interpreting regulations also requires an understanding of the underlying principles involved as distinct from the individual practices, policies or procedures.
- Demonstrated competency in using up to date technology to complete safety and security tasks or responsibilities, including software programs and mobile devices.
- Demonstrated ability to conduct investigations involving interviewing and obtaining of statements from both witnesses and offenders within the rules of evidence, the writing of associated reports and

statements.

- When providing support to the Building Infrastructure Officer, an understanding of that role and function is required, along with an understanding of the long-term goals of the Building Facilities unit and an appreciation of the goals of Council.

Management & Interpersonal skills

The essential position requirements include:

- Demonstrated ability to work in a team environment and gain the full cooperation and assistance of other team members, Council management and staff.
- Demonstrated ability to manage time, set priorities, clearly plan and organise work, both on an individual and team basis, to achieve specific and set objectives of the Regulatory Services Department in the most efficient way possible within the resources available and within a set timetable.
- Demonstrated well developed oral & written communication skills including the ability to prepare clear and concise written documentation for later use in legal proceedings.
- Demonstrated ability to gain cooperation and assistance from clients, members of the public and other employees in the administration of well-defined activities, including diffusing difficult inter-personal confrontations in a tactful and professional manner.

Verification & Approvals

I certify that the content of this Position Description accurately reflects the overall role and accountabilities of the position:

	Name	Signature	Date
Occupant			

Appendix

Core Capability Framework – Team Member

Relationship Management

Develops and maintains strong and enduring relationships with colleagues and/or external stakeholders which are built on mutual respect and commitment. Ensures that all people are treated with dignity and respect regardless of gender, ethnicity, religion or sexual orientation.

- Demonstrates respect for the wide range of views and perspectives that are expressed in their teams
- Contributes effectively to team meetings
- Demonstrates commitment to team decisions
- Demonstrates respect for other team members

Planning & Organising

Thinks from a wholistic perspective and sees the patterns in the complex relationships that exist between the different parts of the organisation. Uses these insights to ensure that the organisation's human, physical and financial resources are effectively used in the achievement of the organisation's, team's or the role's agreed priorities.

- Is able to explain the relationship between own work activities and the goals and objectives of the team
- Prioritises work based on the needs of the team
- Shares relevant information as and when appropriate
- Consistently does her/his share of the work

People Development

Demonstrates a deep commitment to ongoing learning and development as fundamental to the organisation's sustained success and to the realisation of the potential of its people.

- Is active in identifying opportunities for ongoing growth and development
- Seeks feedback with a view to personal and professional development
- Looks for opportunities to grow skills and knowledge
- Is proactive in managing own career development

Future focused organisation

Is keenly aware of the social, political, economic and technological trends that impact the global and local environments and ensures these are factored into the work of individuals, teams or the organisation to deliver on the needs and expectations of the Council and the community it serves

- Incorporates key issues impacting the broader environment into the way they undertake their work
- Responds flexibly to change
- Shows resilience in times of change
- Seeks support during times of uncertainty

Outcome orientation

Demonstrates a strong commitment to a high-performance culture by constantly striving for high quality customer service outcomes and accepting responsibility for outcomes within their control

- Demonstrates a willingness to take informed risks in solving client issues
- Ensures tasks are consistently completed to the required standard
- Responds promptly and appropriately to requests for service
- Consistently follows established practices and procedures

Service focus

Ensures there is a focus on delivering work priorities to agreed quality and timeliness standards

- Is friendly and responsive to clients/customers
- Strives to deliver quality client/customer outcomes
- Deals with client/customer issues with concern and a sense of importance

Self-management

Demonstrates self-awareness through understanding own responses to a range of situations as well as understanding the impact their behaviour has on others

- Accepts personal responsibility for outcomes within their control
- Demonstrates the ability to regulate and adapt behaviour according to the circumstances and the audience
- Seeks out feedback with the purpose of reflecting on work performance with a view to self-improvement
- Models Greater Dandenong's ethical and organisational standards

• Acts decisively during times of ambiguity and pressure

Safety, health and wellbeing

Ensures that the safety, health and wellbeing of employees, contractors, service users and councillors is at the heart of the organisation's culture and the way work is organised and services delivered

- Actively participates in discussions and activities aimed at improving safety, health and wellbeing
- Takes responsibility for the personal safety, health and wellbeing of self and immediate others
- Supports and encourages colleagues to actively participate in safety, health and wellbeing initiatives

Council's REACH Values

Respectful

We respect and care about our community, each other and ourselves.
We act with integrity at all times and in all matters.
We take time to listen to and seek to understand the other point of view.
We strive to understand and respect the diversity of our community and our workplace.
We understand our role in the community and respect the responsibility that comes with

Creative

We care about getting the best outcomes.
We constantly ask: What's the future and what's possible?
We have the courage to try new ideas.
We strive for excellence in everything we do.

Engaged

We listen to our community and respond.
We work together with our community and each other, to achieve the best outcome.
We have the confidence to challenge the status quo, to reach for better outcomes.
We are action-oriented in identifying and responding to new challenges.

Honest

We tell the truth, even when we know people may not want to hear it.
We form our opinions and give advice from sound, evidence-based research.
We act with humility and apply the highest standards of ethical behaviour to everything we do.

Accountable

We are proud of our city, our community and our achievements.
We spend our time and effort on solutions rather than looking for someone to blame.
We take responsibility for our actions.

