

Position Description

Title:	Safety and Security Officer	Reports To:	Head of Security, H&S and Visitor Services
Directorate:	People & Organisation	Direct Reports:	Nil
Status:	Casual, as and when needed	Date:	June 2025

About The Museum

Tāmaki Paenga Hira Auckland War Memorial Museum is New Zealand's largest museum, caring for more than 4.5 million taonga. We are Auckland's home of commemoration, New Zealand's oldest research institution, an education facility, and a major tourism destination. We employ approximately 300 people and have over 200 volunteers who kindly donate their time to us.

We offer a rich and fulfilling work life where we embrace diversity and nurture our bicultural capability as demonstrated in our Teu le Vā and He Korahi Māori strategies. We also offer a great range of benefits such as flexible work and leave, insurances, and an award-winning wellbeing programme.

Purpose & Context for the Role

Responsibility for ensuring the safety and security of the museum property people and assets, with an excellent customer service to Museum customers and internal stakeholders.

The role of a casual Safety & Security Officer is protecting the museums' collection assets, staff, visitors, building and reputation as and when needed. Security shifts completed are 12 hours in length, and the security office works on a 24/7 - rotating shift pattern. Shifts will commence at 0700 or 1900 hours.

The Museum is a bicultural workplace and the person in this role will uphold the principles of He Korahi Māori and Teu Le Vā.

Accountabilities

Key Tasks:	Key Activities:
Customer Service	<ul style="list-style-type: none"> Deliver excellent customer service to the visiting public, function guests, internal & external stakeholders and contractors. Professional verbal and written communications results oriented via telephone, radio and email communication mediums. Effectively manage and deliver all FMCG (fast moving consumer goods) and mail in and out of the Museum and to all staff amenities within the Museum and Aparangi Office if rostered to Porter Duties at the direction of the Team Lead.

	<ul style="list-style-type: none"> • Attend to contractors signing in and out of the Museum and issue keys and equipment as and when needed. • Only if required, participate in Museum Guided Tours as a safety and security escort in company with a Museum Volunteer Guide
Safety & Security	<ul style="list-style-type: none"> • Ensure effective safety & security requirements for all staff, volunteers, visitors & contractors in accordance with Museum standard operating procedures. . • Enable and monitor effective security access control over all Museum occupied sites. • Identify safety hazards and control risks as part of daily shift routine, report newly identified hazards and assist in the management of safety incidents within the Museum on a need basis. • Assist Police with the provision of close protection and Museum security during major events in and outside the Museum as and when required at the direction of the Head of Security, Health & Safety or delegate at the time.
Control Room	<ul style="list-style-type: none"> • Effectively monitor, respond and action any and all security operations utilising the security & access control systems, CCTV surveillance systems, fire monitoring and suppression systems, lighting and environmental controls. • Attend and respond to alarms and duress alerts, provide access to restricted areas for authorised personnel as and when needed. • Attend to and respond to all incoming requests from staff, contractors and service providers attending the loading dock. • Monitor and manage the Museum Underground Carpark for parking capacity and operations. • Oversee and coordinate any emergency response including an emergency evacuation of the building in accordance with the Museum Emergency Response Plan. (ERP) • Raise ERP Text Alerts to activate the Emergency Response Team in accordance with ERP requirements.
Museum Security	<ul style="list-style-type: none"> • Provide a security visual uniform presence in public spaces and public entry points at the direction of the daily Shift Manager • Respond to any breach of Museum security including collections, restricted areas, antisocial behaviour or immediate threat/s to people and assets. • Assist emergency responders (Police/Ambulance/Fire) in any emergency situation at the direction of the Emergency Response Team Controller (Emergency Response Plan).

Important Relationships

External:

- Police and Fire
- Auckland Transport

- Red Badge Security
- External Contractors
- Events personnel

Internal:

- Permanent Safety & Security Officers, the (3) Team Leads and the Head of Security, Health & Safety and Visitor Services
- All other personnel at all levels across the Museum

Our Expectations of our People

Ensure a healthy and safe work environment

- Takes reasonable care of their own health and safety and ensures that their actions don't cause harm to themselves or others.
- Complies with any reasonable instructions, policies or procedures on how to work in a safe and healthy way.
- Understands and adheres to emergency and evacuation procedures.
- Speaks up about health and safety matters that could affect them or their workmates.
- Actively participates in hazard identification and reporting.
- Makes suggestions on how to improve health and safety at work.

Cultural awareness

- Proactive awareness and engagement with a wide range of cultures and associated protocol and traditions within Auckland, with particular reference to the Māori Dimension (He Kōrahi Māori) and Pacific Dimension (Teu le Vā).
- Understands and demonstrates the principles and application of the Treaty of Waitangi and the implications for the work of the Museum.
- Demonstrates a thorough understanding of the Museum's specific obligations in Auckland's cultural landscape and actively contributes to its evolution from a colonial institution to a future museum.

Digital capability

- Almost every role at the Museum depends upon technology to fulfil its purpose, we also use technology to create, store, protect, use, and share our digital assets. All Museum workers are responsible for the appropriate use of technology, compliance with all cybersecurity instructions, and the wellbeing of our digital assets.

Develop self for current and future employment

- Knowledge and skills are developed and maintained for competent performance of current position.

He Waka Eke Noa – Values & Behaviours

He Waka Eke Noa describes our unique identity and how He Korahi Māori and Teu Le Vā underpin how we think, act, and feel as employees of Auckland Museum. It is a leadership competency framework which sets out how we lead, behave and work with each other, our visitors, and communities.

- **Authentic** – Understanding our purpose, practicing our values, leading with our hearts

- **Customer Centred** – Creating memorable positive experiences for each other and our audiences
- **Respectful** – Honouring each other, valuing our differences
- **Connected** – Connected to each other, our work, and our communities
- **Growth Mindset** – We treat challenges as opportunities

Core Competencies Required

Generosity

- Displays goodwill towards colleagues and assumes the best of them, letting it go when mistakes are made and giving people another chance.

Customer Centred

- Is always ready to share with and help others, even if they need to go out of their way.

Resilience and Optimism

- Doesn't give up when faced with challenges; remains realistic, and hopeful.

Connected

- Exemplifies a mahi tahi approach and cooperates with others to benefit the whole.

Respectful

- Is committed to divesting themselves of colonial views and interpretations of people and taonga, values indigenous work views and knowledge.

Accountable

- Holds themselves accountable for their performance, is open to feedback and asks for it.

Inclusive

- Respects that people are free to be themselves and express their identities.

Additional Competencies Required for this Role

Success in this role requires the following additional competencies.

Customer Focus (Manaaki)

- Relates well to all kinds of people and approaches tense situation by keeping the visitor experience in mind.

Approachability (Collaboration)

- Exhibits body language consistent with warm and inclusive communication.

Interpersonal Savvy (Collaboration)

- Works cooperatively to gain the support of peers and supports them in return.
- Understands that the principle of kaitiakitanga includes working closely with source communities whose taonga we have in our care.

Patience (Inclusive)

- Deals direct when problems arise and doesn't share information with people who are irrelevant to the issue.
- Respects that people are free to be themselves and express their identities.
- Understands that He Korahi Māori is at the heart of the Museum's business and embraces learning tikanga Māori and correct pronunciation of te reo Māori.

Skills & Experience Required for this Role

Success in this role requires the following foundations.

- The ability to work in a high paced effective operational team, as well as sole charge when required
- The ability to think laterally, creatively, to analyse and make informed sound decisions at pace and apply them
- Sound effective written, oral and negotiation English language communication skills
- Demonstrated computer skills in Microsoft Office & Windows 365 Suite applications
- Previous experience in using and applying security & access control systems, surveillance CCTV systems software and/or complex building management systems is highly regarded

Personal Attributes Required for this Role

Success in this role requires the following attributes.

- Resilience with an ability to quickly identify and adapt to rapidly changing operational environments
- Maintain a high level of situational awareness and level of alert conscience
- Diligence in attendance for accepted shifts
- Well presented in appearance including personal grooming, willing to properly maintain uniforms (provided)
- No prior criminal history or record. A diligent Police Criminal History check will be conducted.
- Possesses a passion for dynamic museums and for working in a cross functional team environment

He Oranga Tangata ka ao

Enriching lives. Inspiring discoveries