

Position Description

Position Title - Ingoa Tūranga
Guard Supervisor (403562)

Group - Puni
People and Operations Group

Division - Tānga
Security and Organisational Resilience Division (SORD)

Reports to - Menetia
Security and Resilience Team Leader

About the Public Service - Mō te Ratonga Tūmatanui

Mahi tōpū ai ngā Kaimahi Tūmatanui e whai tikanga ai te noho a ngā tāngata o Aotearoa. Hei tā te Public Service Act 2020 ko te pūtake o ngā Kaimahi Kāwanatanga, ko te tautoko i te kāwanatanga whai ture me te kāwanatanga manapori; ko te āwhina i te Kāwanatanga o te wā nei me ē anamata ki te whakawhanake, ki te whakatinana hoki i ā rātou kaupapa here; ko te tuku i ngā ratonga tūmatanui e nui ana te kōunga, e nahanaha ana anō hoki; ko te tautoko i te Kāwanatanga e tūroa ai te whai oranga o te marea; ko te huawaere i te whai wāhitanga o te kirirarau ki te ao tūmatanui me te whakatutuki i ngā mahi i runga i tā te ture i whakahau ai. E hiranga ana te wāhi ki a mātou ki te tautoko i te Karauna i ana hononga ki ngā iwi Māori i raro i te Tiriti o Waitangi. Ahakoa he nui ngā momo tūranga mahi, e tapatahi ana ngā kaimahi tūmatanui i roto i te whakaaro nui ki te hāpai i ngā hapori, ka mutu, e arahina ana ā mātou mahi e ngā mātāpono matua me ngā uara o ngā Kaimahi Tūmatanui.

The public service works collectively to make a meaningful difference for New Zealanders. The Public Service Act 2020 states that the purpose of the public service is to support constitutional and democratic government, enable both the current Government and successive governments to develop and implement their policies, deliver high-quality and efficient public services, support the Government to pursue the long-term public interest, facilitate active citizenship and act in accordance with the law. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi/te Tiriti o Waitangi. Whilst there are many diverse roles, all public servants are unified by a spirit of service to the community, and guided by the core principles and values of the public service in our work.

About the Ministry - Mō te Manatū

The Ministry of Foreign Affairs and Trade (the Ministry) acts in the world to build a safer, more prosperous and more sustainable future for New Zealanders. We do this by building connections with and influencing other countries to advance New Zealand's interests, project New Zealand values and secure the outcomes that matter to New Zealand. We pursue the Government's international priorities and provide advice to the Government on the implications for New Zealand of what is happening in the world.

Our work contributes to the wellbeing of New Zealanders in the following ways:

- **Kaitiakitanga:** Generations of New Zealanders benefit from sustainable solutions to global and regional challenges;
- **Prosperity:** New Zealanders have better job opportunities and incomes from trade, investment and other international connections;
- **Security:** New Zealanders are able to live, do business, travel and communicate more safely at home and offshore;
- **Influence:** New Zealanders have confidence their country can influence others on issues that matter for them now and in the future.

Diversity and Inclusion - Kanorau, Kauawhi

We aspire to be a workplace that values and utilises diverse and inclusive thinking, people and behaviours. This means that our staff reflect the diversity of New Zealand and the countries we work in, and that the contributions of staff with diverse backgrounds, experiences, skills and perspectives are valued and respected.

Our values are:

- **Impact:** We achieve for New Zealand, every day, everywhere
- **Kotahitanga:** We draw strength from our diversity
- **Courage:** We do the right thing
- **Manaakitanga:** We honour and respect others

The Ministry recognises the importance of staff having flexibility around work hours and working arrangements to maintain a work/life balance. In turn there may be some situations where the Ministry's business deliverables require staff to be available during certain hours of the day or for longer periods to meet a temporary surge in work requirements.

About the Position - Mō te Tūranga

The Guard Supervisor provides a key service to the Ministry. This role ensures the delivery of first line security services to keep our people and information safe wherever we are in the world. The Guard Supervisor manages the day-to-day operations of the Security Guard team, including roster management, providing guidance to the team in responding to security incidents and development of standard operating procedures and security best practice. Every member of the Guard team will have responsibilities across a range of activities. This role operates in a team and shares responsibilities with others in the unit.

This position will be required to undertake occasional paid weekend work. To facilitate leave coverage, this position will require shift work, including weekend and night shift work. From time to time, this position may require work outside of regular working hours at short notice.

This position may participate in MFAT emergency responses as required. This may include work outside of normal hours.

Key Accountabilities - Kawenga Matua

The following key accountabilities of this role assist in delivering the Ministry's purpose:

- Provide guidance and attend (as possible) security incidents, providing leadership and security best practice as a response.
- Respond to escalated security threats appropriately, and further escalate as appropriate and in line with Standard Operating Procedures (SOPs), Ministry health, safety and wellbeing policies and procedures, including emergency response directions.
- Maintain appropriate recording and reporting of security incidents in accordance with the Ministry's incident management procedures.
- Provide cover for Guards and Lead Guards during periods of leave.
- Attend weekly Security and Organisational Division (SORD) Team meetings – with relevant information passed onto guard staff at their toolbox or guard team meetings.
- Investigate, recommend, and facilitate training opportunities for the guards.
- Provide security briefings, new starter inductions and security debriefs to Guards and Lead Guards.
- Manage security cards, keys and combinations in line with Ministry policy.
- Scope and, where appropriate, lead the audit and review of key operational processes to ensure they are fit for purpose
- Assist with maintenance of key security systems and practices in New Zealand
- Manage regular combination changes and key musters along with the maintenance of other security assets for the Wellington building in conjunction with SORD Front Desk staff.
- Development of key security guarding processes and operating procedures.
- Provide oversight to the Guard team to ensure specific secure areas are kept clean and tidy, and maintenance issues are reported in a timely manner

Leadership

- Responsible for the efficient functioning and overall engagement of the Security Guard team
- Manage the guard roster, ensuring guard cover is arranged to meet resourcing guidelines.
- Manage the day-to-day operations of the guard team, including providing insight, direction, supervision, and guidance
- Ensure the guard team completes tasks and all standard operating procedures (SOPs) are followed.
- Ensure staff training is up to date and fit for purpose.

Relationship and Stakeholder Management

- Attend external agency meetings related to the Wellington central city environment, as appropriate. For example, with New Zealand Police, Wellington diplomatic security contacts and security industry events.
- Manage the day-to-day coordination with the contract guard company including, rostering, performance issues, invoicing, security briefings, new starter inductions and security debriefs.
- Engagement with other Ministry divisions on the security requirements for on-site events and guard coverage for these events.
- Work in collaboration with the Ministry Facilities Team to ensure a secure, smooth and welcoming visitor process at reception.
- Work with the Ministry Facilities Team to coordinate scheduling of guard supervision when rostering for maintenance requires cleared supervision.

Threat and Risk Assessment

- Monitor the Wellington central business district environment for threats including protest notifications and response.

Organisational Responsibilities

- Understand the Ministry's strategic priorities and high-level outcomes framework and how this role contributes to the framework.
- Understand and apply the strategic context in which the Ministry operates, including priorities and perspectives of the Ministers, partner agencies, and external stakeholders.
- Understand Tikanga and Treaty of Waitangi principles and have sufficient appreciation of Te Reo Māori to be able to apply the Ministry Māori dimension, underpinned by Ministry values, in a way that is relevant to the context of our business.
- Be aware of and adhere to the Ministry's Health and Safety policies and procedures.

- Share in the responsibility for health and safety in the work environment by carrying out work-related activities in accordance with safe operating procedures and by accurately reporting all hazards, accidents and incidents
- Treating information as taonga, and creating reliable and trustworthy records in approved systems so that they can be found and used by others.
- Participate in Ministry-wide projects and emergency responses as required.

Skills, Knowledge and Experience - Tohu Mātauranga, Pūkenga, Mātauranga, Wheako

The Security Guard Supervisor will have the following experience, skills and knowledge:

Experience:

- Previous experience in security or similar field is essential.
- Rostering and staff scheduling experience is highly advantageous.
- Proven ability to develop standard operation procedures and document security processes.

Skills and knowledge:

- New Zealand Certificate in Security Level 3 (desirable but not essential)
- Sound situational awareness
- Ability to identify threats and de-escalate safely
- Maintain Ministry-funded First Aid qualification
- An understanding of risk management, with the ability to undertake risk assessments and implement appropriate controls to mitigate the risk is preferred
- Well-developed planning and organisational skills
- Very confident with technology and able to quickly learn and operate different systems
- Ability to contribute to, and work closely with a team
- Possess a strong achievement/delivery focus – sets high standards including accuracy and attention to detail
- Sound judgement and decision-making skills
- Strong written and oral communications skills
- Strong relationship management skills
- Confident with internal customers
- Ability to work under pressure
- Commitment to continuous improvement
- Demonstrates integrity, discretion and an ethical approach
- Demonstrates the drive and ability to improve own capability, including self-awareness and self-improvement focus
- Understanding of The Treaty of Waitangi/Te Tiriti, Te Reo Māori and Māori customs and protocols would be beneficial.

Relationships - Pātahitanga

The Security Guard Supervisor position is required to build and maintain the following relationships:

Within the Ministry:

- Immediate Security Guard Team members
- SORD Security and Resilience Team Leader
- Other SORD team members
- Facilities and Business Services team
- Health, Safety and Well-being Team
- Other Ministry staff, both onshore and offshore

Outside the Ministry:

- Suppliers and contractors
- Security guard contract provider
- Local and central government agencies, including New Zealand Police and Wellington City Council

Delegations - Whakatautapatanga

- The role is responsible for the management of six direct reports.
- Delegations are set out in the Ministry's Instrument of Delegation.

Mandatory Role Requirements - Whakaritenga Tūranga Whakahauanga

- You must hold New Zealand citizenship and have been a citizen for at least ten years.
- You must be able to obtain and maintain a TOP SECRET New Zealand Government Security clearance with briefings.

References

- **Ministry's Strategic Intentions**

Available here: <https://www.mfat.govt.nz/en/about-us/our-strategic-direction/>