

Position Description

Position Title - Ingoa Tūranga

Security Guard (403117, 403566, 403565, 403563)

Group - Puni

People and Operations Group

Division - Tānga

Security and Organisational Resilience Division (SORD)

Reports to - Menetia

Guard Supervisor (403562)

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 Security Guard provides a key service to the Ministry. This role delivers first line security services to keep our people and information safe wherever we are in the world. Every member of the Guard team will have responsibilities across a range of activities including ensuring our site is secure, monitoring of CCTV, responding to alarms, security breach checks, supervising uncleared staff, suppliers and contractors and engagement with Ministry staff.

This role operates in a team and shares responsibilities with others in the unit. This role requires shift work, including weekend and night shifts. Employment agreements specify the hours of work, times of day or days of work required for each staff member.

This position may participate in Ministry 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:

- Monitor CCTV and respond to alarm activations (or coordinate the response) in New Zealand and offshore.
- Respond promptly to security threats and escalate as appropriate and in line with Standard Operating Procedures (SOPs), Ministry health, safety and wellbeing policies and procedures, including emergency response directions.
- Supervise staff, suppliers and contractors working on-site that do not have independent access.
- Conduct patrols of our sites to ensure alarms are set, doors are closed, items are secured and breaches are identified in line with Ministry security policy
- Conduct patrols of our sites to prevent unauthorised access, theft or vandalism in line with Ministry security policy.
- Report faults and performance issues with security systems and hardware
- Cover for other Guards during periods of leave as offered and agreed with your manager.
- Manage security cards, keys and combinations in line with Ministry policy.
- Ensuring the timely dissemination of key risk and incident information to the appropriate parties
- Coordination of the Ministry's access card processes, including issuing visitor and staff access cards
- Providing security reporting, input into risk assessments and other key operational documents
- Provide support for the stand-up of the Emergency Coordination Centre
- Supporting the audit and review of key processes to ensure they are fit for purpose
- Maintain awareness of the building environment, and people working or visiting the building, including staff remaining in the building afterhours
- Rotate through reception security, patrol and other duties while on shift
- Maintain and update records, logbooks, databases
- Reporting all incidents in accordance with the Ministry's incident management procedures
- Ensure office areas are secure in accordance with Ministry policy and all standard operating procedures (SOPs) are followed to ensure these areas are secure afterhours
- Ensure specific secure areas are kept clean and tidy, and maintenance issues are reported in a timely manner.

Relationship and Stakeholder Management

- Develop a relationship with Ministry staff and ensure their issues are understood and managed through the appropriate channels
- Actively seek and act on feedback, referring when required, to ensure that the best possible outcome is achieved
- Make a positive contribution to the enhancement of SORD's reputation for professionalism and responsiveness

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 will have the following experience, skills and knowledge:

Experience

- Previous experience in security is highly advantageous but not necessary

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
- 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 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
- Health, Safety and Well-being Team
- Other Ministry staff, both onshore and offshore

Outside the Ministry

- Suppliers and vendors e.g. security guard contract provider, cleaning and maintenance contractors

Delegations – Whakatautapatanga

- The role is responsible for the management of nil 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/>