



NYDA JOB DESCRIPTION

Job Description: Security Officer: Grade C			
Section A: JOB INFORMATION SUMMARY			
Job Title:	Security Officer	Job Grade:	
Job Holder Name:			
Level:	Security Officer		
Date:			
Location	Head Office	Woodmead	
Division or Cluster:	Financial Services - Facilities and Security Services		
Seconded to:			
Reports to:	Officer Facilities	Name	
Location:	Head Office – Woodmead		
No. of positions in the Division or Cluster:	9		
Type of contract:	Full Time – Permanent <input checked="" type="checkbox"/>	Fixed Term Contract	Temporary
Contract period:			

Key Job Purpose: Determine whether visitors have appointments and the service that the visitor requires. Inform the receptionist to contact the relevant employee to confirm the appointment or refer the visitor to the relevant service delivery point. Complete or ensure that the admission control documents / cards as required. Escort visitors to relevant employees / venues where required. Lock and unlock entrances. Identify suspicious conduct. Ensure that unauthorized persons and objects do not enter the building / premises. Perform guard duties and enforce access measures for 24 hours' rotation shift in the office

Key Outcomes: (what deliverables are required to achieve job purpose)

- Ensure the access control register is completed daily.
- OB entry are made hourly
- Monitoring of the CCTV camera and escort visitors
- Complete pocketbooks and
- Safeguard the NYDA property, assets and ensure staff safety daily.

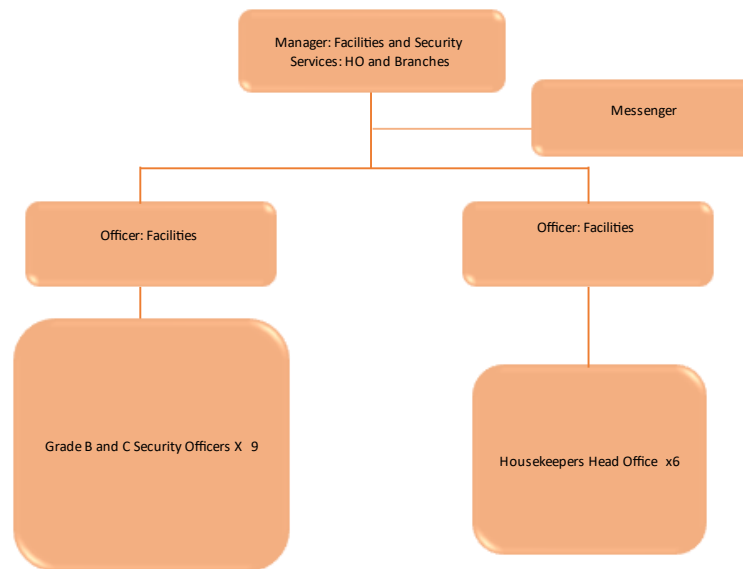
Key Roles:

- Guard duties
- Escort duties
- Incident report entries
- Administrator
- Communicator
- Fight and vigilant
- 24 hours Safety monitoring

Organogram:



Facilities and Security Services



Section B: DETAILED OUTLINE	
Outcomes	Key Activities (what activities are relevant to deliver the outcomes)
KPA 1: Safety and Security services provision in the office	<ul style="list-style-type: none"> • Provide a physical patrol daily security operations • Perform guard duties • Conduct access control duties
KPA 2: Perform Preventative safety measures duties for Head Office	<ul style="list-style-type: none"> • Adhere to the PSERA regulation • Ensure that registers and OB is completed correctly • Apply tactics to assess safety risk on the go • Order replacements of damaged or malfunctioning tools of trade. • Ensure correct utilization and maintenance of tool • Conduct daily and or weekly security risk assessment and report. • Welcome and escort visitors in a professional manner. • Ensure that staff and visitors are protected e.g. timeous patrolling of offices and parking area. • Regularly inspect the CCTV, panic alarm and sensors. • Adhere to safety and security regulations at all times
KPA 3: Provide back-up support	<ul style="list-style-type: none"> • Contact details of SAPS, Fire- department and Armed Response • Contact numbers of head of security service and senior management • Updated PSERA certificates of security officers

Section C: SERVICE DELIVERY AND PERFORMANCE STANDARDS (KPIs)	
Outcomes	Key Performance Indicators (KPI's) (What will tell that one is achieving the outcome)
KPA 1: Safety and Security services provision in the office	<ul style="list-style-type: none"> • OB completed and signed daily • Security officers pocket books signed • Adherence to safety and Security standards • Clients feedback • Appraisal feedback • Adherence to approved daily schedule
KPA 2: Perform Preventative safety measures duties for Head Office	<ul style="list-style-type: none"> • Visitors are escorted as per register • Tools are serviced as per job –card • Armed Response panic button is tested • Appraisal feedback

KPA 3: Provide back-up support	<ul style="list-style-type: none"> • Contact details of SAPS, Fire- department and Armed Response • Contact numbers of head of security service and senior management • Updated PSERA certificates of security officers
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Section D: INHERENT JOB REQUIREMENTS				
Competencies:				
Level of Proficiency: 1 - Can acquire on the job; 2 - Some proficiency; 3 - Moderate proficiency; 4 - Strong proficiency; 5 - Expert proficiency				
D1. Managerial Competencies		D2. Generic Competencies		
Competency	Level of Proficiency (1-5)	Competency	Level of Proficiency (1-5)	
Leadership Decision making	2 2	Communication skills Conflict management Stakeholder relations Goal oriented Problem solving Effectiveness Efficiency Detail orientated Accountability Punctuality and timeliness Ethics, integrity and professionalism Stakeholder and service delivery management Self-motivation Willingness to learn Organisational commitment Adaptability	4 3 3 4 3 5 5 4 5 5 4 3 3 3 3 4	
D3. Technical skills and knowledge				
Knowledge		Skills		D4. Attributes
Competency	Level of Proficiency (1-5)	Competency	Level of Proficiency (1-5)	

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<ul style="list-style-type: none"> • Awareness of government protocol relating to VIP protection • Understanding of the responsibilities/liabilities security regulations prescripts • Knowledge of Access to public premises Act and access to information Act • Knowledge of customer service and Batho pele • Protocol and Etiquette • Understanding and appreciation of Youth Development 	<p>2</p> <p>2</p> <p>3</p> <p>2</p> <p>2</p> <p>2</p>	<ul style="list-style-type: none"> • Compliant to policies and legislations Cross functional awareness • Security Risk identification and management • Information management • PSIRA 	<p>3</p> <p>3</p>	<ul style="list-style-type: none"> • Initiative • Reliability • Integrity • Commitment • Adaptability • Discreet • Confidential • Presentable • Ability to manage visitors • Calm and rational • Routine-oriented • Flexible • Pays attention to rules and regulations • Alert and attentive

D5. Qualification and Experience:
<p>Minimum Qualifications: Grade 10/11 and Grade C PSIRA accredited security certificate Recognized Prior Learning</p> <p>Preferred Qualifications: Grade 12 and Grade B PSIRA accredited security certificate Relevant experience:</p> <p>At least 3 to 5 years of security experience Knowledge of basic safety and security measures Customer Service</p>

Section E: KEY RELATIONSHIP INTERFACES	
Internal Relationships - other than reporting lines (manager and subordinates).	External Relationships (With Local/Provincial structures and other key parties, specify)
<ul style="list-style-type: none"> • NYDA staff (HO and Universal Accesses point) • Chief Operating Officer • CEO 	<ul style="list-style-type: none"> • Government Department and agencies • The youth of South Africa • All relevant partnerships (Municipalities, Local and Provincial Youth Offices)

**These are relationships where the incumbent will be working closely to influence or determine the results of this job. These are make or break relationships who may best complete a 360 degree performance assessment.*

Signed by: (Job Holder)	Authorized by:
Date:	Date: