

BANK OF PAPUA NEW GUINEA

POSITION DESCRIPTION

LAE CASH PROCESSING FACILITY

SECURITY MANAGER, FACILITY & PROPERTY MANAGEMENT DEPARTMENT

This Position Description outlines the role, skills, relationships, authorities and accountabilities. The position's competencies and the Bank's values are included. These form the basis for Job Evaluation, Performance Appraisal (setting key result areas and targets) and Recruitment.

Purpose of Lae Cash Distribution Facility

The primary role of the Cash Distribution Facility is to distribute currency to the Commercial banks in Lae for operations in the Mamose, Highlands and New Guinea regions. The facility will also accommodate BPNG subsidiary services such as TAPs and Research including necessary support services such as Security, Facilities Management and ICT services.

1. DEPARTMENT PURPOSE STATEMENT

The Facilities & Property Management Department has a primary responsibility is to:

- Maintain and service the Lae Cash Processing Facility and other BPNG premises to provide a secure and effective working environment.
- Maintain plant to meet ongoing and long-term needs.
- Maintain and service other Bank properties.
- Resolves service problems and manages relationships with external suppliers.
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- Contribute to the Bank of Papua New Guinea's (BPNG) as appropriate to the performance of the other functions and to the overall achievement of the BPNG's strategic objectives.

2. ROLE OF SECURITY SERVICES UNIT

The role of the Security Services Unit is to provide the following internal support services:

- Manage security of the bank-environment as well as physical counter measures in high risk security areas throughout bank owned buildings and within tenancies leased to the bank.
- Manager nominated senior management security at their various residences.
- Protect the staff, information, physical assets and resources from compromise, loss of integrity, unavailability, damage or harm by deterring, delaying and detecting intrusion or attack and responding appropriately.
- Maintain safe and secure environment that will be conducive for all within a pre-fined area by patrolling and monitoring premises and personnel.
- Provide security and protection to bank events both at the bank and outside of the bank.
- Responsible for cash in transit security escorts (CIT).
- Respond to intruder and fire alarms after hours.
- Responsive to the Bank and the staff in the skillful delivery of quality law enforcement services.
- Contain losses and damage by reporting irregularities; informing violators of policy and procedures; restraining trespassers.

- Manages the Bank transport during business hours as well as after hours

2. ROLE OF SECURITY MANAGER

The primary role of security manager is to effectively and efficiently manage and lead the Department's staff to deliver the above functional responsibilities and not limited to the following accountabilities:

- Develop and implement security policies, protocols and procedures
- Control budgets for security operations and monitor expenses
- Recruit, train and supervise security officers and guards
- Attend meetings with other managers to determine operational needs
- Plan and coordinate security operations for specific events
- Coordinate staff when responding to emergencies and alarms
- Review reports on incidents and breaches
- Investigate and resolve issues of concern
- Create reports for management on security status
- Analyze data to form proposals for improvements (e.g. implementation of new technology)

3. Skills

The Security Manager will have:

- **Education:** The incumbent must hold professional qualification, preferably a Diploma or Bachelor in a related field from a recognised University.
- **Experience:** Professional experience of 5 – 10 years in the Security Industry within PNG and performed management role and professional characteristics to demonstrate the requisite competencies and values.
- **Professional Technical Skills/Attributes:**
 - ✓ Appropriate skills and knowledge to deliver accountabilities of the position
 - ✓ Personal attributes to work collaboratively with management and staff of the Facilities & Property Management Departments, other BPNG Departments and ICT management and team members
 - ✓ Proven experience in developing high quality documentation in a timely manner
 - ✓ A total understanding and practical skills in managing the Security Systems
 - ✓ The ability to take responsibility and provide positive outcomes during undesirable outages with critical security roles.
 - ✓ A proven customer-focus attitude
 - ✓ Standard practice documentation and reporting.
 - ✓ Verbal and written communication skills through knowledge of security, transport and multi- tasking.
 - ✓ Class 6 Drivers License
 - ✓ Microsoft computer skills
 - ✓ Firearm management and use
 - ✓ Baton and crowd management training
 - ✓ OH&S and Security Industry Association certificate

5. WORKING RELATIONSHIPS

The Security Manager will have internal and external relationship:

- Internal Relationship
 - ✓ be directly accountable to the Manager, Facilities & Property Management Dept.
 - ✓ liaise and work closely with unit staff, other Managers and staff within Corporate Affairs and other internal clients in areas of common interest
 - ✓ be directly responsible for Security Services Unit staff
- External Relationship
 - ✓ develop and maintain working relationships with contractors, suppliers and consultants
 - ✓ develop and maintain working relationships Organisations that are external to the Bank with common interest

6. AUTHORITIES AND DELEGATIONS

6.1 Financial: (authority limits, budgets ...)

- As set in the BPNG Delegation of Authority
- Seek approval of designated management committee for administrative matters beyond approved budget

6.2 Staffing: (Authority to recruit, review performance ...)

- Recommend filling of staff and Unit Manager vacancies
- Recommend reviews of establishment
- Responsible for 13staff

6.3 Policy/Procedure: (Authority to vary policy, recommend change ...)

- Vary Security Services Unit policy in line with statutory requirements
- Recommend Security Services Unit policy amendment in line with best practice and business requirements

7. ACCOUNTABILITIES

7.1 Provide general and security services

Key Activities

- Provide effective and appropriate physical security for currency processing and storage facilities
- Liaise closely with Processing, Control and Building Units to ensure smooth and secure movements of currency into, out of and between areas of the Bank
- Maintain knowledge and skills in security equipment and methodology
- Promptly take remedial action and report on breaches and problem areas
- Evaluate and recommend possible system and service improvements
- Apply appropriate access limitations and strictly control physical access into secure areas of the Bank
- Apply security processes and resources to the Bank as a whole
- Control physical access and maintain the physical security of Bank premises, equipment and staff
- Ensure initial contact with external visitors are managed in a way which meet appropriate standards of customer service without jeopardizing Bank security
- Provide advice and assistance to managers with the application of Bank security policies and practices
- Lead development and implementation of emergency and civil defense procedures

7.2 Leadership

Key Activities:

- Provide senior leadership to the Security Services team
- Reinforce the desired BPNG culture
- Support the team with coaching, mentoring and ensuring appropriate resources are available
- Recruit the right people for positions using effective recruitment processes
- Accountabilities set for all colleagues
- Complete Personal Performance Appraisal processes ensuring constructive feedback is provided, and including work-in-progress discussions
- Provides current, direct, complete, and “actionable” positive and corrective feedback to others
- Poor performance identified early and managed appropriately
- Faces up to people problems quickly and directly
- Provides challenging and stretching tasks and assignments for individual reports
- Holds frequent development discussions
- Creates compelling development plans and executes them

7.3 Policy

Key Activities:

- Coordinate the development of security Services policies, standards and procedures
- Work with key BPNG managers, work groups and governance boards in the development of such policies
- Ensure that the policies developed support compliance with PNG and international standards

7.4 Education & Training

Key Activities:

- Coordinate the development and delivery of an education and training programme on security services policies and other related security services policies and privacy matters for employees, other authorised users and 3rd party providers

7.5 Compliance & Enforcement

Key Activities:

- Serve as the compliance officer with respect to all national and international security standards and obligations
- Work with records managers on compliance issues as required
- Prepare and submit information security audit reports

7.6 Risk Assessment & Incident Prevention

Key Activities:

- Take an active part in BPNG disaster recovery and business continuity planning developments and exercises
- Develop an on-going risk assessment programme targeting security services and privacy matters; recommend methods for vulnerability detection and remediation.

7.7 Official Contact

Key Activities:

- Serve as the official Bank Security Services point of contact for Security Services Unit, privacy and copyright infringement incidents, including relationships with law enforcement agencies.

7.8 Ensure the development of the Security Services Unit capability

Key Activities

- Ensure the same performance management system processes are carried out for all department staff
- Identify staff training and coaching requirements and meet within budget.

7.9 Support the Bank's Corporate Values: Efficiency; Professionalism; Accountability; Teamwork; Transparency; Integrity.

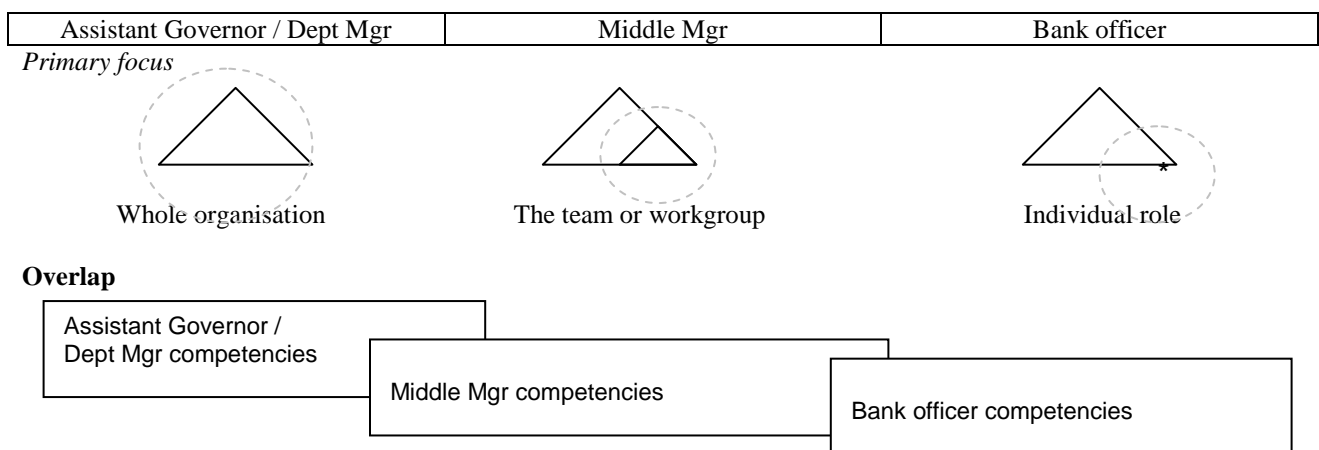
Key Activities

7.5.1 Demonstrate behaviours consistent with the Bank's values.

8. Requisite competencies of the role

(see following pages)

Core Competencies Matrix



Core Competencies		
Assistant Governor / Dept Mgr	Middle Mgr	Bank officer
Planning		
<input type="checkbox"/> Participates in the development of the <i>organisation's</i> strategic planning <input type="checkbox"/> Develops 8 quarter Department plan and budget <input type="checkbox"/> Benchmarks the Bank against best practice for the industry <input type="checkbox"/> Establishes a plan to develop and maintain a broad awareness of industry and market place trends	<input type="checkbox"/> Develops and reviews the <i>work group's</i> operational and project plans <input type="checkbox"/> Establishes plans to develop core competencies within the work group <input type="checkbox"/> Plans and schedules staff work	<input type="checkbox"/> Develops <i>individual</i> task plans in support of work group and project plans <input type="checkbox"/> Develops individual development plan to support core values, core competencies and the organisation's policy <input type="checkbox"/> Develops plan to up-date and maintain specialist competencies
Organising		
<input type="checkbox"/> Aligns the organisation with its strategic positioning through its: <ul style="list-style-type: none"> - structure - systems & processes - values - leadership focus - strategic projects 	<input type="checkbox"/> Aligns the work group with the organisation's strategic positioning through its: <ul style="list-style-type: none"> - work flow design - position descriptions - team & individual behaviours (in support of corporate values) - work priorities of the group - the application of project management practices 	<input type="checkbox"/> Aligns individual contribution with the work group's commitments through his/her: <ul style="list-style-type: none"> - task priorities - personal behaviours - support of team members - the application of basic project management practices
Execution and Decision-making		
<input type="checkbox"/> Determines and confirms delegations and authority levels	<input type="checkbox"/> Acts within delegations <input type="checkbox"/> Seeks consensus yet leads where	<input type="checkbox"/> Follows directions <input type="checkbox"/> Works co-operatively

<input type="checkbox"/> Makes organisation-wide decisions on policy and procedure <input type="checkbox"/> Takes accountability for strategic decisions <input type="checkbox"/> Timely and considered processing of requests and tasks to the overall benefit of BPNG	necessary <input type="checkbox"/> Interprets policy for staff in work group <input type="checkbox"/> Takes accountability for work group decisions <input type="checkbox"/> Timely processing of requests and tasks to the benefit of the department/unit	<input type="checkbox"/> Complies with the organisation's policies and procedures <input type="checkbox"/> Takes accountability for individual task decisions <input type="checkbox"/> Timely processing of requests and tasks
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Core Competencies

Assistant Governor / Dept Mgr	Middle Mgr	Bank officer
Leadership		
<input type="checkbox"/> Creates a cultural environment that fosters growth, development & innovation <input type="checkbox"/> Fosters organisation-wide co-operation and relationship effectiveness <input type="checkbox"/> Sets an example to the whole organisation <input type="checkbox"/> Takes accountability for the organisation's impact and behaviours <input type="checkbox"/> Communicates (written and oral) effectively in undertaking the accountabilities of the position	<input type="checkbox"/> Creates a work group environment that fosters growth, development & innovation <input type="checkbox"/> Facilitates co-operation and relationship effectiveness with the work group <input type="checkbox"/> Sets an example to the work group <input type="checkbox"/> Takes accountability for the work group's impact and behaviour <input type="checkbox"/> Communicates (written and oral) effectively in undertaking the accountabilities of the position	<input type="checkbox"/> Demonstrates initiative in supporting growth, development & innovation within the work group <input type="checkbox"/> Contributes to team effectiveness <input type="checkbox"/> Sets an example to work colleagues <input type="checkbox"/> Takes accountability for individual impact on self and others of personal behaviour <input type="checkbox"/> Communicates (written and oral) effectively in undertaking the accountabilities of the position
Performance Management		
<input type="checkbox"/> Promotes and facilitates 'team effectiveness' within and between work groups within the organisation. <input type="checkbox"/> Provides clear expectations and structure for effective operations management and project management within the organisation <input type="checkbox"/> Fosters and mentors people with leadership potential <input type="checkbox"/> Monitors and measures key operational systems and strategic projects to improve own and organisational performance <input type="checkbox"/> Establishes and maintains controls for the organisation's resources <input type="checkbox"/> Participates in the organisation's mandated performance management processes	<input type="checkbox"/> Facilitates team effectiveness within the work group <input type="checkbox"/> Provides clear expectations and structure for teamwork and individual work <input type="checkbox"/> Establishes and maintains controls for work group's resources <input type="checkbox"/> Monitors and measures team processes and projects to improve own and team performance <input type="checkbox"/> Participates in the organisation's mandated performance management processes	<input type="checkbox"/> Contributes to team effectiveness <input type="checkbox"/> Seeks clarity of expectation and structure for making an effective individual contribution <input type="checkbox"/> Participates in the organisation's mandate performance management processes
Relationship management		
<input type="checkbox"/> Establishes and maintains effective relationships with key stakeholders <i>external</i> to the organisation (e.g. government, customers, suppliers, peers in other relevant organisations) <input type="checkbox"/> Establishes and maintains effective relationships with key <i>internal</i> stakeholders (e.g. peers, employee groups) <input type="checkbox"/> Is sensitive to and responsive to the current and possible future needs of internal and external stakeholders	<input type="checkbox"/> Establishes and maintains effective relationships with the work group's internal and external customers and suppliers <input type="checkbox"/> Establishes and maintains effective working relationships with peers and people in other work groups <input type="checkbox"/> Is sensitive to and responsive to the current and possible future needs of internal and external customers and suppliers	<input type="checkbox"/> Establishes and maintains effective relationships with peers, customers and suppliers who are necessary for the position's effective functioning <input type="checkbox"/> Is sensitive to and responsive to the needs of the position's internal customers, suppliers and internal colleagues (impacting on or impacted by the position's effective functioning).

Core Competencies

Assistant Governor / Dept Mgr	Middle Mgr	Bank officer
Customer focus		
<input type="checkbox"/> Establishes and maintains protocols and programs that ensure the organisation's systems and services	<input type="checkbox"/> Establishes and maintains work group process and behaviours that ensure the services of the group are customer	<input type="checkbox"/> Establishes and maintains a customer focussed orientation in the performance of day-to-day work

internally and externally are customer focussed <input type="checkbox"/> Monitors, measures, and continually improves the organisation's customer focus <input type="checkbox"/> Seeks regular feedback from key customers of the organisation about their perceptions	focussed <input type="checkbox"/> Monitors, measures, and continually improves the work group's customer focus <input type="checkbox"/> Seeks regular feedback from key customers of the work group about their perceptions	<input type="checkbox"/> Monitors, measures, and continually improves the own customer focus <input type="checkbox"/> Seeks regular feedback from customers of the position about their perceptions
	Technical Proficiency	
<input type="checkbox"/> Broad understanding of specialist and task skills to enable effective long-term management and strategic deployment of Bank officers across functions and within cross-discipline work teams	<input type="checkbox"/> Broad understanding of specialist and task skills to enable effective day-to-day management of bank officers	<input type="checkbox"/> Focussed specialist and task skills to enable proficient delivery of the technical work required by the position