

Protective Services Officer (Casual)

Canterbury Museum seeks a customer focused and culturally aware person for a casual role in our Protective Services team. The successful applicant will be self-motivated, have previous customer service and ideally, security experience in physical and electronic security systems. This role would suit a person looking for variable shifts. This is an opportunity to work with the team at one of New Zealand's premier heritage and tourism attractions.

To find out more about this position and how to apply please visit the Working at the Museum page on our website www.canterburymuseum.com

Applicants must be available to work weekend hours. Applications must be in the format specified to be accepted.

Applications close at 8.00 am on Monday 11 November 2024.



How to Apply

Applications are invited by letter with attached Curriculum Vitae. The letter should include your own assessment of your suitability for the position and an indication of when you are free to take up duties. You should also state whether or not you have any criminal convictions or have any hearings pending. The Curriculum Vitae should include information about your experience and qualifications and the names and contact details (address, email and telephone numbers) of two or three people who are willing to assess the applicant's merits if confidential reference is made to them.

Your application should be addressed to **Anthony Wright, Tumuaki | Director**, and emailed to:

PSOapplication@canterburymuseum.com

Applications will close at 8.00 am on Monday 11 November 2024.

Conditions of Employment

Conditions of employment will be set out in a standard Canterbury Museum Individual Employment Agreement if you are offered a position. Applicants must have a current New Zealand work visa.

Confirmation of employment will be subject to a satisfactory response to the Ministry of Justice's 'Request by a Third Party under the Official Information Act for a copy of criminal convictions held' (required by the Museum's Security Policy).

Remuneration

The Museum employs a job sizing methodology which assesses relativities between positions and relates jobs to salary bands. Each band has a scale running from 80% through to 120%, with 100% being the midpoint which is commonly understood to be the value where the job is being carried out at a successful and fully competent level.

Remuneration at commencement will be based on qualifications and experience and is likely to be in the range of \$29.09 per hour (80% of Band C), and \$36.36 per hour (100% of Band C). These figures include an 8% provision for annual leave.

JOB VALUE STATEMENT

Role Title:	Protective Services Officer (PSO)
Date:	October 2024
Team:	Protective Services
Reports to:	Security Manager
Direct Reports:	Nil
Band:	Band C (Recruitment is between 80–100% of the band)
Hours:	Variable casual Monday to Sunday, between the hours of 7am and 7pm.

He kōpapa taonga, he pātaka korero, hei kai mā Waitaha, hei kai mā te ao

A storehouse of treasures, a repository of knowledge for Canterbury and for the world

Ā Mātou Mahi | What We Do

Canterbury Museum is a charitable trust governed by the Canterbury Museum Trust Board. It opened to the public in 1867 and has been on Rolleston Avenue since 1870. The Museum closed to the public in early 2023 and is currently undergoing redevelopment. A pop-up Museum – Canterbury Museum at CoCA – opened at 66 Gloucester Street in mid-2023.

The Museum acquires and cares for worldwide collections of human and natural history, with a focus on the Ngāi Tāhu rohe, Waitaha Canterbury and the Antarctic. Before closing for redevelopment, the Museum was one of the premier tourist attractions in Te Waipounamu (South Island). It welcomed over eight hundred thousand visitors each year to explore the diversity of the natural world and Aotearoa New Zealand’s cultural heritage, while also providing a window on the rest of the world.

Canterbury Museum also owns and operates *Quake City*, and Ravenscar House Museum.

The Museum aims to:

- Create an interactive, experiential journey for visitors.
- Provide our visitors with friendly, high-quality service, ensuring equitable access to all.
- Reach out to children and adults of all ages and provide learning experiences in an informative and enjoyable setting.
- Build and properly care for the collection of priceless taonga we hold in trust for the community.
- Undertake high-quality, relevant research on our collections and disseminate results to the widest possible audience.
- Work with iwi in the spirit of Te Tiriti o Waitangi (Treaty of Waitangi), embodying concepts such as mauri, kawa, mana and wairua.
- Work with a range of partnerships that integrate us into the wider community.
- Provide maximum community benefits from the resources available.
- Uphold and adhere to the highest professional standards of best practice.
- Provide staff with the learning and professional development opportunities required to enable them to carry out their work.

Ō Mātou Tikanga | The Values We Live By

- We actively ENGAGE with our visitors and the wider Waitaha Canterbury community.
- We are committed to working COLLABORATIVELY with our communities and with each other.
- We are committed to ACCOUNTABILITY in all our actions.
- We always act with INTEGRITY for our people, our taonga and the environment.

Ngā Tohu Hākori | Bicultural Competencies

Canterbury Museum is committed to the principles of Te Tiriti o Waitangi. Our work with Te Rūnanga o Ngāi Tahu serving the Waitaha Canterbury region reflects this.

Canterbury Museum staff, research fellows, volunteers, board and contractors are expected to:

- Maintain a level of cultural competency specific to the role and contribute to the cultural and social cohesion between internal and external people and groups.
- Understand and engage with the principles of Te Tiriti o Waitangi and its implications.
- Understand and engage with obligations to upholding the principles of Te Tiriti o Waitangi.
- Display cultural sensitivity and a willingness to work positively with organisational strategies to improve outcomes for Māori.
- Have an awareness of ethnic and cultural differences, social, political and religious beliefs.
- Respect diversity amongst internal and external people and groups.

Tūnga Whāinga | Position Purpose

This role exists to:

1. Carry out carry out overall Museum security through sound security and risk management practice
2. respond to emergency situations including evacuation, fire and flood events / alarms
3. respond to health and safety related issues
4. tend to visitor's needs and requests for assistance as required
5. provide support for the day-to-day functions carried out within Canterbury Museum (including its related premises).

Ngā Pātahitanga Matua | Key Relationships

<i>Internal</i>	<i>External</i>
Tumuaki Director (employer)	Te Rūnanga o Ngāi Tahu, mana whenua and local whanau
Security Manager	Visitors to Museum
Protective Services Team	Contractors
Head of Operations	CoCA Tenants
Head of Collections and Research	
Head of Public Engagement	
Customer Experience Manager	

Ngā Wāhi Matua o te Whakatau Ā-Rangatira | Key Areas of Accountability

Areas of Accountability	Deliverables/Expected Results/Outcomes <i>Being personally responsible for:</i>
	<ul style="list-style-type: none"> • effective use of the access control, alarm monitoring and surveillance system, and all other electronic and manual security provisions • managing the security control room, ensuring equipment is functioning correctly, regular maintenance and cleaning is done, and all operating procedures are followed • providing controlled access for approved personnel to high security areas • maintaining key and access card registers • providing high standards of observation, initiative and effective response to any circumstance that may threaten Museum visitors, staff, assets, collections or reputation • responding to all alarm events during work hours, and to after-hours call outs when rostered as on call • ensure house rules are monitored and adhered to for the protection of the wider collection ie Museums food and beverage policy • act as an “immediate responder” during an emergency or building evacuation • providing a security presence for the removal or installation of artefacts • maintaining a visible gallery presence during public hours through mobile foot patrols • ensuring open-up, close-down and lock-up procedures are strictly followed • ensuring the building is fully secure, all hazards controlled and security systems armed before last departure • monitoring exterior premises as required • providing protective services staffing for after-hours functions • ensuring receipt and transfer of monies adhere to cash handling policy and procedures for staff safety and integrity • being aware of, and communicating, any circumstances that threaten the Museum’s revenue generation ability, including fraud, kickbacks, deliberate damage to Museum or exhibition reputation • maintaining a daily incident register.
Customer Relationship Management (Internal and External)	<ul style="list-style-type: none"> • Building and maintaining effective relationships with key internal and external stakeholders to communicate and collaborate for mutual benefit and organisational growth, particularly to realise redevelopment objectives and delivery. • Being a strong communicator and negotiator who can relate to and motivate a wide range of people.

	<ul style="list-style-type: none"> • Listening well and responding effectively. Presenting written and oral information concisely, ensuring people are well informed. • Involving people when making key decisions that may impact upon them, using persuasion and influence, empathy and rapport. • Facilitating customer consultation to inform the delivery of the best possible user experiences.
Personal and professional development	<ul style="list-style-type: none"> • Keeping up to date with professional information and literature. • Attending and contributing to relevant professional conferences, workshops and seminars. • Participating in all relevant corporate development training opportunities. • Identifying personal development training opportunities and in agreement with your manager attending and participating.
Museum excellence	<ul style="list-style-type: none"> • Adhering to Museum policies and procedures, guidelines and house rules. • Adhering to professional standards, practices and codes of ethics. • Ensuring use of sustainable practices wherever possible and proactively seeking continuous improvement • Promoting excellent customer service by living the Museum's values and objectives. • Working to ensure the Museum is a responsible tourism destination. • Proactively seeking continuous improvement to further enhance the visitor experience. • Promoting and maintaining excellent internal working relations. • Adhering to the Museum's health and safety practices and always remaining aware of all health and safety matters. • Ensuring use of sustainable practices wherever possible and continuously looking for ways for improvement. • Accepting additional responsibilities when requested by your manager • Have a "can do" attitude when given any task or responsibility
Health, safety and sustainability	<ul style="list-style-type: none"> • Maintaining a safe work environment and the prompt reporting of any potential hazards • Keeping up to date with standard operating procedures and in house training related sessions • Maintaining the highest standards of health and safety. • Taking reasonable care that your own acts or omissions do not adversely affect the health and safety of other persons. • Reporting all accidents and reportable incidents. • Complying, as far as is reasonably able, with any reasonable instruction that is given to allow the organisation to comply with the Health and Safety at Work Act 2015 and its amendments.

	<ul style="list-style-type: none"> • Co-operating with any reasonable policy or procedure relating to health or safety at the workplace that has been notified to staff. • Participating in Health and Safety training, including fire and evacuation training and participating in drills as required. • Being aware of risks that may impact the role. • Ensuring compliance with security requirements. • Acting in a responsible and sustainable way and minimising our negative environmental impact.
Other Duties	<ul style="list-style-type: none"> • Undertaking other duties commensurate with the role as reasonably requested by your manager from time to time. Perform such duties in a timely, accurate manner and in accordance with organisational policies and procedures.

Ngā Tepenga Mana | Limitations of Authority

Operating Budget	No delegated authority
Capital Spend	No delegated authority

Tauwhāititanga Tangata | Person Specification

<i>Knowledge and skills</i>	<i>Essential</i>	<i>Desirable</i>
<ul style="list-style-type: none"> • General security management procedures, in particular building evacuation, building clearance and first aid • Access control and surveillance system knowledge and experience • Keying systems, key registers, and the procedures that govern access control • Awareness of risk factors that could threaten visitors, staff, collections, buildings, assets and reputation including physical threats of fire, flooding, pests and hazardous materials • Security-related law, with supporting knowledge of the nature and consequences of crime • Broad based site security, handling of difficult customers or critical situations • Basic knowledge of issues related to display of Museum collection items • Computer literacy adequate to operate the access control and surveillance system, and the key manager computer for day-to-day operations • Ability to readily become familiar with and meticulously adhere to procedures • Ability to use initiative, problem-solving and decision-making skills • Report preparation skills • Ability to resolve conflict and deal with difficult people • Use of cleaning equipment, tools, fire-fighting and emergency equipment • Commitment to New Zealand's cultural heritage and Māori tikanga. • Excellent written and verbal communication skills. • Good understanding of and commitment to health & safety and environmental impacts. 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓
<i>Experience</i>		
<ul style="list-style-type: none"> • Experience working in a museum or closely aligned sector. • The use of security systems and procedures • Previous knowledge of risk management practice and procedures • Prior security, front line customer service or emergency management experience • Team player 	<ul style="list-style-type: none"> ✓ ✓ 	<ul style="list-style-type: none"> ✓ ✓ ✓
<i>Behavioural competencies</i>		
<ul style="list-style-type: none"> • High personal presentation, reliability and punctuality • Commitment to excellent internal and external customer service • Ability to diffuse potentially difficult situations while remaining safe 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ 	<ul style="list-style-type: none">

<ul style="list-style-type: none"> • Cultural sensitivity and awareness • Honesty and integrity, particularly when dealing with money and property • Flexibility to work to a changing roster • Consistent adherence to standard operating procedures • Demonstrable strong work ethic that consistently delivers results. • Enthusiastic, motivated, receptive to ideas, polite, and patient. • Excellent teamwork capacity. • Commitment to a high level of customer service in a working environment requiring meeting specific deadlines. • Integrity, high motivation, and a sense of humour. 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ 	
<i>Qualifications</i>		
<ul style="list-style-type: none"> • National Certificate in Security (minimum Level 2, preferred Level 3) or similar qualification • Certificate of Approval • A current First Aid Certificate • A current New Zealand Drivers Licence 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ 	
<i>Specific requirements</i>		
<ul style="list-style-type: none"> • Results-driven and hands-on as required, with good physical fitness and dexterity. 	<ul style="list-style-type: none"> ✓ 	

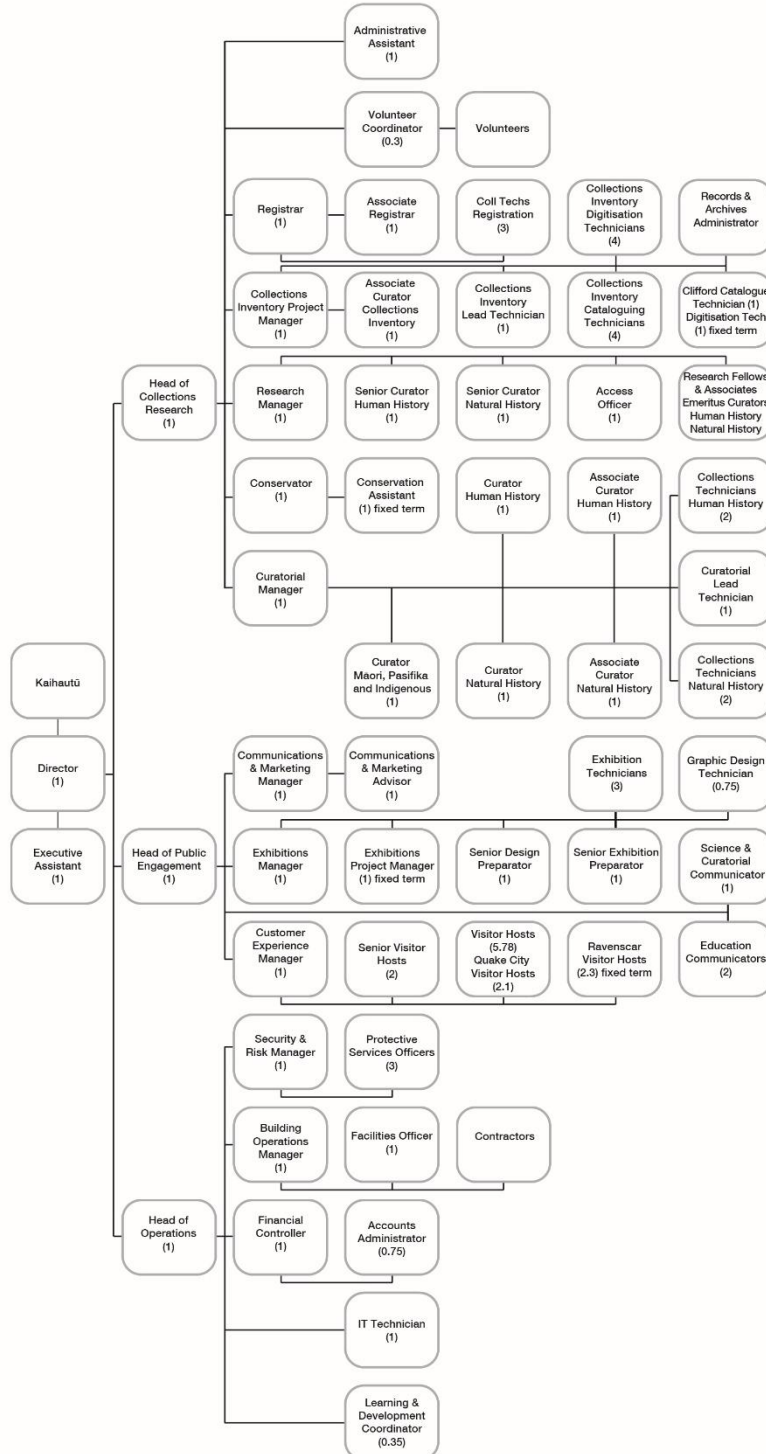
Signatories

Signed _____ Date _____
 [Position holder's name]
 [Position holder's title]

Signed _____ Date _____
 Isa'ako Pua
 Security Manager

Signed _____ Date _____
 Anthony Wright
 Tumuaki | Director

organisational chart



7 June 2023