



Nourishing Our Country

OZHARVEST | JOB DESCRIPTION

Your Position title:	Security Officer
You'll report to:	Market Manager
Classification	Ongoing – Part Time
Headcount or hours/wk:	30 hours
Date:	July 2022

Your key relationships

The Security Officer is part of the collaborative OzHarvest team which includes the Market Managers, Operations Lead, OzHarvest drivers and volunteers. You'll also work with external stakeholders including various charities, market customers, recipient agencies, corporate volunteers and service providers.

What we're about

Our purpose is to Nourish our Country. Through food rescue, education, community engagement and innovation. As an organisation we are connected by four key values:

Connected by a cause: We are a magnet for magnificent people, connected by a common purpose. This mission of ours is contagious. It will take all of us, every day, every way. Our cause comes to life with every single one of us.

Nourish & Grow: We're creating a culture of giving. When we grow ourselves, we grow each other and nourish others. When we nourish others, we ourselves grow. Not just in times of vulnerability, but as we thrive.

Boldly Courageous: We speak and act boldly for the change that needs to happen. We embrace every challenge with optimism, dignity and respect.

With Gratitude: We are grateful. Always. To each other. To the people we serve. To the people who give so generously. For the work we do, and the work to be done.

About the role

The OzHarvest Market in Waterloo provides food and community connection to vulnerable people. The primary role is Security Officer is to build rapport with our customers, thereby contributing to the safe and smooth operation of the Market. The Security Officer will play a proactive role is deescalating the naturally dynamic Market environment. The Security Officer is also the first point of contact for any visitors to the Market, and will be a positive representative of OzHarvest in the broader community.



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Your Key Responsibilities

Be a positive and effective team member and bring the OzHarvest values to life :

- Demonstrate each value in every one of your actions and decisions
- Contribute to the successes of your team by supporting your team mates to be the best they can be
- Communicate honestly and openly at all times

Responsibility Area 1 : Customer care

- Provide excellent service and care to all OzHarvest customers
- Develop an understanding of the complex and varied needs of individual customers, vulnerable groups, culturally and linguistically diverse groups, as well as the local community dynamic
- Prevent and de-escalate challenging situations using excellent communication and people skills
- Identify customers who require basic mental health first aid / accidental counselling and escalate it to the Market Manager
- Provide a visible physical presence that is friendly and calming
- Administrative tasks, including operating the Market Club system

Responsibility Area 2 : Represent OzHarvest

- Greet and welcome customers and other visitors as the “face” of the OzHarvest Market
- Answer questions about OzHarvest and the Market

Responsibility Area 3 : Risk Management

- Ensure managers, volunteers and customers are safe by mitigating risks as they arise, using relevant conflict resolution skills
- Ensuring the safety of the site by identifying potential risk and issue solutions
- File incident reports, working with the Market Managers and People Safety Lead
- Operate the CCTV system as required



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Personal Specifications

Qualifications

- NSW Security License
- Current and Valid Police Check
- Current and Valid First Aid
- Current and Valid WWCC
- Current Covid 19 Vaccination Certificate

Skills, Knowledge & Experience

- Thorough understanding of the OzHarvest cause and values
- Experience working with vulnerable communities
- Excellent customer service skills
- Excellent conflict resolution
- Excellent problem solving skills, with ability to react quickly and prioritise in a fast-moving environment.
- Intermediate computer skills (comfortable using iPad, printer and CCTV)
- Well-developed time-management

Personal Abilities and Aptitudes

- A strong commitment and enthusiasm toward the purpose and values of OzHarvest
- Energetic, positive and proactive
- Empathy, cultural competence, and ability to practice non-judgment
- Ability to manage multiple stakeholders and multiple tasks
- Strong communications skills and the ability to build and nurture relationships
- Confidence in managing challenging situations
- Ability to work effectively under pressure
- A confident physical presence
- Ability to stand for long periods, often outdoors

Employee Acknowledgement

I acknowledge that I have read and understand the above Job Description and agree to carry out all duties as described to the performance standards required, adhering to the policies listed below.

Employees Name: _____

Signature: _____ **Date:** _____