

Aviation Security Service Role Description

Role: Behavioural Detection Officer (BDO)

Group: Operations

This role description is designed to give an indication of the type of work and performance expected of the jobholder. It does not provide an exhaustive list of duties or performance standards and the jobholder agrees to undertake any other tasks that are consistent with the position and with the provision of quality service to the organisation.

The Aviation Security Service Mission

We improve the safety of aviation by the application of specific security measures.

Overview of the role

The role of the Behavioural Detection officer (BDO) is to identify “anomalous” behaviour displayed by individuals with criminal and or malicious intent, these individuals may exhibit behavioural indicators that stem from a fear of discovery.

The successful BDO will be required to successfully complete and maintain the following:

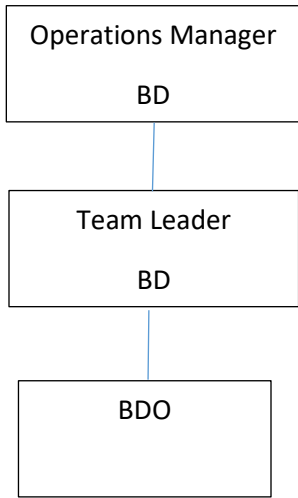
- Complete the BDO Training Course and continue to meet the high standards which this role will demand, this will include ongoing testing and training requirements
- Demonstrate a high degree of flexibility with regards to working hours and work a roster that covers the seven days a week, 365 days of the year. Changes at short notice can and will occur according to the risk based approach of this position
- Due to the physical nature of the role, BDO’s must be physically fit and able to complete all physical tasks
- Be willing and able to deploy out of Christchurch Station to any airport in New Zealand that Avsec operates from, this will be for defined periods of work varying in length from 1 – 5 days
- Make decisions using your experience, risk assessment and initiative within the BD framework

Scope

Reports to: Behaviour Detection Team Leader

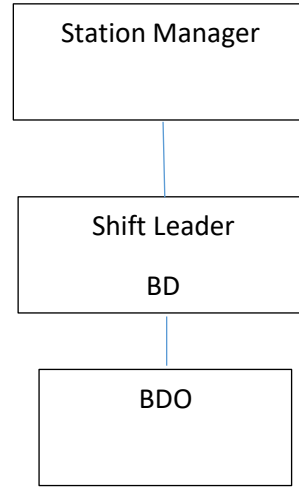
Location: Christchurch Station

Organisational context



(Auckland, Wellington, Christchurch)

OR



(Dunedin and Queenstown)

Key competencies

Behavioural Detection Officers (BDO) will be involved in critical situations demanding on-the-spot decisions to be made with good judgment, the role requires quick and decisive action, but not at the expense of quality decision making. To be successful a high level of interpersonal skills, the ability to build rapport quickly, an analytical eye for detail and have the ability to conduct difficult conversations. The use of technology to process and analyze information is important, along with the need to comply with legislation and adhere to policy.

Key competencies are:

<p>Action Orientated</p>	<ul style="list-style-type: none"> • Acts on own initiative without being prompted • Flexible and accepting of change and impromptu deployments at short notice • Skilfully handles problems with minimal guidance or instruction • Highly motivated and able to focus on the task • Takes responsibility for and is accountable for own actions
<p>Composure</p>	<ul style="list-style-type: none"> • Isn't knocked off-balance by the unexpected • Is cool under pressure and maintains a rational and objective demeanour when faced with stressful or emotional situations • Is a settling influence in a crisis • Ability to work calmly and effectively under pressure • Acts objectively, rather than impulsively or emotionally • Doesn't show frustration when confronted with barriers or resistance
<p>Dealing with Ambiguity</p>	<ul style="list-style-type: none"> • Can comfortably handle risk and uncertainty • Can decide and act without having the total picture • Is mindful but not paralysed by incomplete information • Makes timely decisions • Doesn't jump to conclusions quickly or wait too long to decide • Adapts to change and can shift gears quickly and comfortably
<p>Decision Quality</p>	<ul style="list-style-type: none"> • Makes good, robust, common sense decisions based on a mixture of analysis, wisdom, experience and judgment • Makes balanced decisions based on all relevant information available • Considers wider context and consequences • Evaluates rational and emotional aspects of decisions • Considers all relevant factors and uses appropriate decision-making criteria and principles • Most of his/her decisions turn out to be correct and accurate when judged over time • Is receptive and gains insights from feedback and mistakes

Communication	<ul style="list-style-type: none"> • Practices attentive and active listening • Has the patience to hear people out • Doesn't prejudge based on own experiences, values or beliefs • Can continue to actively listen under duress • Can accurately restate the opinions of others, even when he/she disagrees • Is clear, concise and calm, can deescalate tense and confronting situations using appropriate conversational techniques
Interpersonal Savvy	<ul style="list-style-type: none"> • Relates well to all kinds of people • Builds rapport to loosen up the flow of information • Uses diplomacy and tact • Can defuse even high tension situations comfortably
Relationship Management	<ul style="list-style-type: none"> • Able to form and maintain appropriate relationships with internal and external customers, in particular external stakeholders with vested interest and resource commitments to support this capability i.e. NZ Customs, Immigration New Zealand etc
Multi task	<ul style="list-style-type: none"> • Manage multiple streams of information at any one time and remain unfazed and able to focus • Provide support to the deployed team from the Operations control room through conducting background checks, open source searches and stakeholder contacts

Key tasks

- Observe and engage with passengers, staff members or members of the public to deliver additional security screening measures within the airport environs
- Increase the detection, deterrence and disruption of terrorism and other criminal activity through behavioural detection, particularly high-level threats
- Maintain focus and minimise disruption while identifying suspicious behaviour
- Attend any incident, self-initiated or referred, that requires a behavioural assessment of a passenger, staff member or member of the public
- Elicit information from the person of interest through targeted conversation and behavioural questioning
- De-escalate situations and/or manage critical incidents, if appropriate, and provided personal safety is not compromised
- Work in collaboration with EDDU to make quality identification and referrals of persons of interest
- Make quality referrals of persons of interest to external agencies
- Appropriately handle, preserve and/or secure any evidence of criminal activity
- Liaise with and assist other agencies

- Provide technical support to deployed teams from the Operations Centre (OPCEN)
- Accurately record incidents that have occurred during the period of duty either in operational notebooks or through the use of a work issue mobile device
- Ensure a high level written handover of serious incidents before end of any duty
- Refer all requests, applications or other matters affecting the Service which cannot immediately be dealt with by the officer to the supervisor or officer in charge
- Carry out required administrative duties
- Carry out all duties that are assigned by the supervisor or officer in charge
- Gather and report on Intelligence of benefit to the Service
- Maintain a high level of operational readiness and be available to respond as and when required to intelligence information or risk
- Adhere to all regulations and relevant Aviation Security legislation, Aviation Crimes Act, ICAO annex 17 and the Civil Aviation Act
- Keep current with local instruction and policy and maintain a good knowledge of contingency plans, relevant law and practices

Outputs

- Security and safety is not compromised
- Legislation and AvSec policies and procedures are complied with
- Customers are dealt with in a respectful and professional manner
- Health and safety requirements are met
- Relationships with stakeholders are built and maintained, develop trust and confidence at all levels
- Source and generate Intelligence relevant to aviation security

Outcomes

- People and property relating to the aviation environment are safe
- Avsec has a safe and healthy work environment
- Information is kept safe and dealt with appropriately, Intelligence information is handled securely and discreetly
- Provisions of the Privacy Act 2020 are adhered to
- The Avsec Code of Conduct is adhered to at all times

Person specification

- Competent working knowledge of the Aviation Security Service statutory and rules framework, in particular the Civil Aviation Act and pursuant regulations, CAA rules, National Aviation Security Programme and ICAO Annex 17 requirements
- Experience in or the ability to understand and apply legislation in a practical, common sense manner
- Strong interpersonal skills
- Experienced in dealing with the public
- Empathy with different cultures
- Willingness to work in a flexible manner in a changing environment
- Commitment to the principles of quality management and best practice
- Strong verbal and written English skills
- Strong communication skills
- Is able to meet and maintain the physical and fitness requirements of the role

Health and Safety

- Comply with the Health and Safety in Employment Acts (1992 and 2002);
- All employees of the Aviation Security Service shall take all practicable steps to ensure:
 - Their own safety while at work (including using suitable protective clothing and suitable protective equipment provided by the Aviation Security Service);
 - That no action or inaction by an employee of the Aviation Security Service while at work causes harm to any other person.