

Aviation Security Service Role Description

Role: Aviation Security Officer

Group: Operations Review

Date: October 2020

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

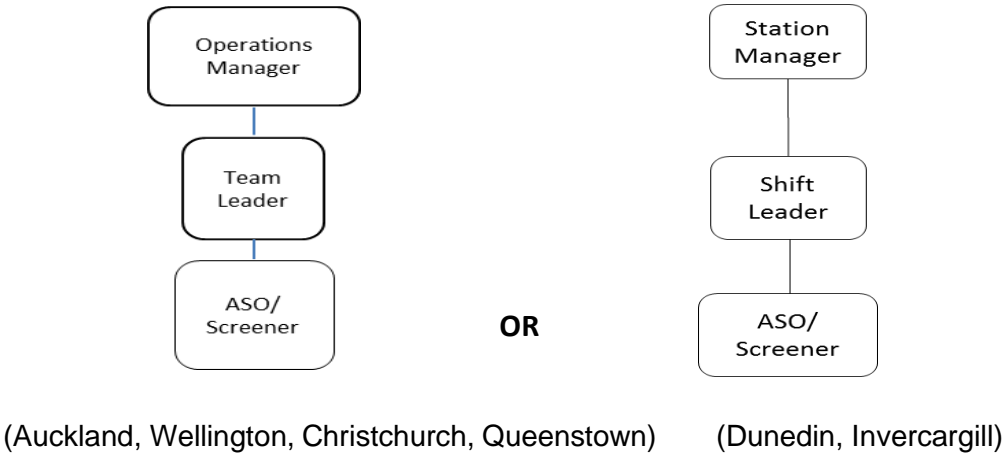
To ensure correct action is carried out to protect Civil Aviation and prevent and or deal with breaches of aviation security and safety

Scope

Reports to: Team Leader (in Auckland, Wellington, Queenstown and Christchurch) / Shift Leader (in Dunedin and Invercargill)

Location: Any airport in New Zealand that Avsec operates from

Organisational context



Key competencies

Composure - is cool under pressure; does not become defensive or irritated when times are tough; is considered mature; can be counted on to hold things together during tough times; can handle stress; is not knocked off balance by the unexpected; doesn't show frustration when resisted or blocked; is a settling influence in a crisis.

Courage - Doesn't hold back anything that needs to be said; provides current, direct, complete, and "actionable" positive and corrective feedback to others; lets people know where they stand; faces up to people problems with any person or in any situation (not including direct reports) quickly and directly; is not afraid to take negative action when necessary.

Customer Focus - Is dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.

Integrity and Trust - is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent himself/herself for personal gain.

Interpersonal Savvy - relates well to all kinds of people – up, down, and sideways, inside and outside the organisation; builds appropriate rapport; builds constructive and effective relationships; uses diplomacy and tact; can defuse even high-tension situations comfortably.

Perseverance - Pursues everything with energy, drive and a need to finish; seldom gives up before finishing, especially in the face of resistance or setbacks.

Key tasks

- Carry out pre-flight security screening and hold baggage screening of departing passengers and their baggage
- Perform mobile, foot and static patrols in assigned areas
- Carry out hazard inspections of runways and other operational areas including navigational installations which may endanger aircraft and where required, remove any hazard which may be causing danger
- Issue temporary ID cards to persons authorised to wear them; complete documentation and recording/cancellation procedures
- Carry out checks to ensure ID cards are displayed appropriately in security areas
- Supervise movements of passengers, organisation employees, aircraft and vehicles in aerodrome movement areas to ensure safety is not compromised
- Escort vehicles and persons in operational areas when required
- Control access points as required
- Attend to any incidents that come to the attention of the officer
- Report all serious incidents to the appropriate supervisor and record such incidents that have occurred during the period of duty
- Provide immediate response to any call for assistance from the pilot or crew of any aircraft
- Prevent breaches of aviation security and safety in the area assigned and attend to any such matters which come to the notice of the officer
- Liaise with and assist other agencies
- Carry out operation room watch and all relevant administrative duties
- Carry out all duties that are assigned by the supervisor or officer in charge
- 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
- 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
- Comply with all Avsec Health and Safety policies and procedures
- Comply with the Aviation Security Exposition document and Aviation Security Service Code of Conduct

Outputs

- Security and safety is not compromised
- ID cards are issued and displayed appropriately
- Customers are dealt with in a respectful and professional manner
- Legislation and Avsec policies and procedures are complied with
- Health and safety requirements are met
- Relationships with stakeholders are maintained

Outcomes

- People and property relating to the aviation environment are safe
- Avsec has a safe and healthy work environment

Person specification

- Awareness of excellence in customer service
- Willingness to work in a flexible manner in a changing environment
- Knowledge of an airport and/or security environment
- Experienced in dealing with the public
- Experience in or the ability to understand and apply legislation in a practical, common sense manner
- Empathy with different cultures
- Experience in or acceptance of working in a 24 hour, 7 day a week rotating shift worker environment
- Strong verbal and written English skills
- 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
- Strong Interpersonal skills
- Commitment to the principles of quality management and best practice

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.