

POSITION DESCRIPTION

SECURITY CONCIERGE

POSITION DETAILS

Date of Position Description	October 2025
Position Title	Security Concierge
Position Grade	6
Directorate Business Unit	Community and Culture Community Hubs and Parramatta Square
Reports to	Customer Experience Manager (PHIVE) Operations Coordinator (WWP/YARRA)
Physical Requirements Category	Category 2 - Field Role with considerable Physical Requirements

POSITION OVERVIEW

The Security Concierge will deliver exceptional security services and customer experiences to achieve Council's strategic objectives and vision for the City of Parramatta as Sydney's Central City.

The Security Concierge role sits within the Community Hubs and Parramatta Square Directorate, and operates on a rotating roster, working independently or as part of a team and is responsible for delivering high quality day to day security and safety services, plans and programs and using every customer interaction as an opportunity to build positive connections with the City of Parramatta.

KEY RESPONSIBILITIES

Role specific

- Proactively deliver core customer service competencies for Community Hubs, to provide memorable and exceptional experiences for customers.
- Monitor the arrival of customers, employees and contractors to maintain safety and security within and around the building.
- Undertake opening and closing of buildings according to Council policies and procedures to ensure appropriate building security and patron safety.
- Provide security services within and around the perimeter of the building and notify the relevant authorities in line with Council's policies and procedures when safety or security is a concern.
- Respond to emergencies by assisting customers and staff to follow proper procedures, working as part of Council's emergency response team, being the key on site contact for external emergency agencies and completing relevant reporting in accordance with Council policies and procedures.
- Respond to incidents and building duress alarms by assisting customers and staff to follow approved procedures and complete relevant follow up and reporting in accordance with Council policies.
- Efficiently respond to safety and security queries and complaints in accordance with Council's policies and procedures and reporting requirements in order to resolve concerns effectively.
- Monitor surveillance as required to maintain an effective level of security coverage of the building.

- Manage lost property and respond to customer enquiries regarding lost property in order to resolve concerns efficiently.
- Follow and guide others to comply with processes, systems and workflows to maintain the safety and security of the public.
- Provide appropriate and approved level of access to contractors and other authorised visitors to coordinate secure movements in public and restricted areas of the building.
- Assist as required with loading dock functions to contribute to the efficient and safe operations of the area.
- Contribute to the tidiness of common areas and escalate matters of concern to preserve the attractiveness and safety of spaces.

Generic

- Ensure that all practices are up to date with current and pertinent legislation, statutory regulations and better practice to ensure a subject-matter-expert mindset is adopted and promoted to all stakeholders.
- Promote continuous improvement and innovation in practices, optimisation of technology, procedures and recommendations with the aim of providing better service to the client base in line with the organisation's values.
- Promote and maintain effective relationships with all external business partners including community organisations, contractors, State and Federal authorities.
- Ensure to take reasonable care of the health and safety of yourself, employees, visitors, contractors and volunteers whilst at work, and cooperate with the organisation to comply with WHS legislative obligations.
- Promote the value of diversity and inclusion in all practices, engaging with and integrating the views of others.
- Contribute to customer service and organisational effectiveness, by acting ethically, honestly and with fairness.

KNOWLEDGE

Qualifications

- Must have NSW 1A Security Licence, and 1E Monitoring Centre Operator
- Must have a current Working with Children Check
- Must have valid Senior First Aid Certificate and CPR Certificate
- Must have RSA (PTH/Live@Phive locations only)

Skills

- Excellent customer service skills and ability to deliver exceptional and positive customer experience.
- Well-developed conflict resolution skills, with a focus on de-escalation and win-win outcomes.
- Sound problem-solving skills and ability to prioritise safety and visitor needs.
- High attention to detail, ability to quickly process visual and verbal information to efficiently risk manage matters in high-risk situations.
- Exceptional ability to communicate, negotiate, build relationships and influence others with an engaging approach and technique.
- Well- developed planning, organisation and time management skills, including the ability to meet tight deadlines and balance competing priorities in a fast-paced environment.
- Well-developed decision-making ability, including confidence in working with leaders to resolve high priority, and often sensitive and complex issues and conflict.

Experience

- Minimum 1-year Operational security service experience in a customer-centric environment, with a proven track record of achieving objectives.
- Experience in delivering security and customer services to diverse stakeholders in a complex

environment.

- Demonstrable understanding of the relevant legislative and regulatory requirements applicable to the designated area and the ability to practically apply this knowledge.
- Computer literacy to enable accurate data entry, recording of information and experience with a variety of software and security applications.