

Position Description

Position Title:	Maintenance & Security Officer
Reports To:	Team Leader - Operations and Visitor Services
Responsible For:	N/A
Group and Team:	Community Spaces and Places - Museum and Heritage Services
Children's Worker:	No
Delegations and Budget Responsibilities:	As per Delegations Register

Purpose

To work in the Te Unua Museum of Southland Operations and Visitor Services Team, ensuring museum facilities are well-maintained and secure for staff and visitors, in collaboration with other Invercargill City Council officers. This role requires working in liaison with other ICC teams, and actively working with contractors to ensure work is completed to a high standard.

Key Relationships

External to Council

- Clients/public
- Iwi Māori organisations
- External contractors
- Other local and regional authorities
- Outside agencies including Government departments.
- Professional organisations

Within Council

- Operations and Visitor Services team members
- Other team members in your Department/Group
- Project Management office team members
- Other Invercargill City Council employees
- Elected Representatives
- Property Team

Our Compass Values and Behaviours

Responsibility

Take ownership of decisions and outcomes, both collectively and individually.

- We willingly share our knowledge.
- We acknowledge our mistakes, work to resolve them and learn from them.
- We give and receive feedback in a constructive manner to resolve issues.
- We do our job with total commitment.

Respect

Everyone is important, as are their views.

- We support and care for each other.
- We stop to listen, learn and understand.
- We communicate in an honest, up-front, and considerate manner.
- We maintain confidences and avoid hurtful gossip.

Above and Beyond

Take opportunities to go the extra mile.

- We take the initiative to improve our work practices to get the best result.
- We challenge ourselves and each other to make it better.
- We take pride in providing the best possible outcomes.
- We are ambassadors for our Council at all times.

Positivity

Always look on the bright side of life.

- We are approachable, interested and friendly.
- We are open and receptive to change.
- We acknowledge and praise the efforts of others.
- We work together as a team to get the job done.

What You Will Do *(provided as a guide only)*

Security

- Monitor security systems, including camera and alarm systems, and respond to any alerts or breaches.
- Manage site and security access for all staff and contractors, ensuring swipe card access, alarm codes and permissions are up to date and in keeping with internal policy and procedure.
- Conduct regular security patrols to protect exhibitions, objects, staff, visitors and museum/ICC property.
- Conduct security reviews of the museum and related buildings.
- Liaise with Police and other emergency services where needed, responding to security incidents as required.
- Maintain accurate security logs and incident reports.
- Ensure accurate reporting to the Team Leaders and Director as required.
- Escalate security issues to relevant Team Leaders for further action if required.
- Undertake security assessment and planning for object mounts, cases, alarms, etc., particularly relating to valuable or sensitive collections, such as firearms.

Facilities Maintenance

- Conduct routine inspections and general maintenance of museum facilities, including lighting, plumbing, and HVAC systems to identify maintenance and repair needs; liaising with the Property team where necessary.
- Perform minor repairs and liaise with external contractors and other Invercargill City Council officers, particularly the Property team, for specialised maintenance work.
- Ensure front-of-house and back-of-house areas are tidy, functional and hazard-free including the foyer, plazas, carpark, kitchens, and exhibition and administration spaces.
- Ensure front-of-house and back-of-house facilities are safe, functional and available to visitors and staff with varying accessibility needs.
- Monitor and report on the condition of museum infrastructure and assets.
- Conduct regular facility inspections and work with our pest control contractor and conservation staff to ensure effective pest monitoring across storage and exhibition areas.
- Coordinate with external suppliers to plan and schedule property maintenance activities throughout the year

Property Maintenance

- Ensure museum and storage facility buildings and fit out components are maintained and serviced to a high standard, as per internal policies and procedures, and legislative requirements where necessary.
- Inform, advise and support relevant teams with managing repair, maintenance and upgrades of building and property facilities across Te Unua, Te Pātaka Taoka and other sites as required.
- Inform, advise and support the coordination of contractors and trades on site, ensuring health and safety, timeline and reporting requirements are adhered to.
- Ensure maintenance, planned upgrades or project works take place in line with the Asset Management Plan and direction of the relevant managers and Team Leaders.
- Maintain open communication with Team Leaders and relevant internal and external stakeholders, ensuring all parties are informed in regards to maintenance of the museum and related facilities.

Health and Safety

- Ensure health and safety legislation is followed for all front-of-house and related back-of-house activities.
- Ensure incident/accident forms are completed in every instance and managed according to policy, procedure and legislation.
- Ensure visitor and staff safety by adhering to health and safety regulations.
- Ensure compliance and undertake regular reviews of professional and legislative licencing and training, including, but not limited to, first aid training, elevated work platform certification and firearms licencing.
- Lead the arrangement of training for staff, in line with ICC policies and procedures, and support the implementation of security protocols, including site access.
- Monitor and report maintenance and accessibility issues to the Director and relevant Team Leaders as required.
- Perform site inductions for new staff, volunteers, contractors and visitors where needed.
- Ensure chemical stores are stocked at required levels, and the chemical register is kept up to date; reporting any concerns regarding chemicals, hazards or safety to the relevant Team Leaders.

Operations and Administration

- Maintain security logs, incident reports, and maintenance records, including pest management inspections.
- Provide input to training and maintenance manuals to ensure operational and maintenance information is compliant with required standards, ongoing maintenance requirements are recorded, and information available to staff is accurate.
- Document any repairs, safety inspections, and contractor work.
- Ensure compliance with health and safety regulations through proper documentation.
- Manage fire safety checks, evacuation drills, and first aid equipment audits.
- Assist with risk assessments and hazard identification reports.
- Assist with exhibition shipping and receiving for incoming and outgoing temporary exhibitions and changeovers of long-term exhibition items.
- Liaise with external security, cleaning, and maintenance contractors.
- Schedule and oversee repair/maintenance work by internal staff and external contractors
- Ensure contracts and service agreements are up to date.
- Provide security briefings for new staff, volunteers and contractors.
- Support front-of-house teams during events or high-traffic periods.
- Support and provide input to policies and procedures, contributing to reviews where appropriate.
- Support reporting and accountability requirements for internal and external stakeholders.

Note: Specific performance measures for this position will be discussed between you and your manager through the performance development plan process.

What You Will Bring

The below qualities, knowledge and skills are the key focus for this position and are used to assess an applicant's suitability for the role and the incumbent's performance in the position.

Education and Qualifications

Essential:

A security license or relevant security training (e.g., Certificate of Approval under the Private Security Personnel and Private Investigators Act 2010), or the ability to undertake this.

First Aid certification, or the ability to undertake this

Fire safety and/or emergency response training, or the ability to undertake this.

New Zealand Firearms Licence, or the ability to obtain this.

Full New Zealand Drivers Licence.

Trade Qualification(s) (Electrical, Plumbing, HVAC, Carpentry)

Desirable:

New Zealand Certificate in Security (Level 3 or 4)

Conflict Management and De-escalation Training

CCTV and Alarm System Training

New Zealand Certificate in Building, Construction, and Allied Trades Skills (Level 3)

New Zealand Certificate in Facilities Management (Level 4)

Chemical Handling training or certification

Knowledge, Skills and Experience

Essential:

5 years' experience in working in maintenance, security, trade, or a related field.

Knowledge of building maintenance, health and safety standards, and security procedures.

Strong problem-solving skills and ability to respond effectively to emergencies.

Good communication skills and the ability to engage professionally with staff and visitors.

Physical fitness to carry out patrols and maintenance tasks.

Computer skills relating to monitoring security systems and completing reports.

Sound understanding of maintenance and security considerations in museums.

Strong team-working skills, demonstrating and encouraging positive approaches while able to work independently.

Knowledge and practical application of current NZ Health and Safety practice.

Desirable:

Experience working in a museum, gallery, or cultural institution is an advantage.

Sound understanding of bicultural and multicultural aspects of our community, including a demonstrable awareness and commitment to the principles of Te Tiriti o Waitangi in relation to this role.

Demonstrable experience and ability to work effectively and in partnership with mana whenua in a museum context.

Agreement

Employee

Name

Sign

Date

Manager

Name

Sign

Date

Note: From time to time it may be necessary to consider changes in the position description in response to the changing nature of the work environment, which includes technological and statutory change. Such changes may be considered as part of the performance development review process or as required.

What We All Do

Customer Commitment

Treat customers with respect – taking the time to listen, learn and understand.
Present a positive image of Council by ensuring an efficient, courteous and professional service to customers at all times.
Acknowledge problems and complaints, identifying and promptly acting on solutions.

Continuous Improvement

Evaluate and review work practices and processes within all areas of responsibility to ensure that they are effective and efficient and implement improvements where appropriate.
Identify and propose additional business or service opportunities that enhance Council's existing capabilities.

Health, Safety and Well-being

Promote a safe and sound working environment and a culture of safe and responsible behaviours and attitudes.
Adhere to Health, Safety and Well-being policies and procedures, enabling a safe and healthy work environment for all workers and members of the public.

Civil Defence Emergency Management

Assist Council in preparing for and responding to an emergency.
After establishing the safety of members of your household, you may be assigned duties to assist Council and/or Emergency Management Southland in an emergency.

Other Duties

Undertake duties from time to time that may be in addition to those outlined but which fall within your capabilities and experience.