



SHAPING AN
AWESOME
HAMILTON

Safety Officer

Customer and Community

About us

Our purpose is to improve the wellbeing of Hamiltonians. To fulfil our purpose, we need to become the leading community-focused Council, so that Hamilton's full potential can be unlocked – making it the best place to live.

Our staff are at the heart of everything we do. We value *kia urutau* (adaptability), *kia ngaawari* (simplicity), *kotahitanga* (inclusiveness), *kaitiakitanga* (guardianship), and *kia manawanui* (ambition). These values drive the way we think about how we do our work to stay true to our purpose. We need people on our team who understand that this value-driven thinking and mindset is the foundation of their performance.

About the position

This position sits within the **Customer and Community group**. This group provides facilities and services that help create a safe, vibrant and inclusive city – community facilities, parks and recreation, customer services, City Safe, and resilience and regulatory services. Read on to find out more about the role.

What you will do

In this role, you will:

- Work to enhance community perceptions of safety within the central city.
- Address compliance with Council's bylaws and policies through active patrolling and CCTV monitoring.
- Provide a visible presence and actively interact with the businesses and public.
- De-escalate issues and reduce the public exposure to nuisance behaviour from other users.
- Actively monitor CCTV networks to help provide responses to issues as they happen.
- Interact with the police to provide information and footage to help convict law breakers.

Reports to	Safety Officer Team Leader
Responsible for (total number of staff)	0
Delegation	\$0
Budget	\$0

Key responsibilities

Some of the **key responsibilities** for this role include:

- Understand and apply councils' bylaws and policies as they relate to City Safe Operations.
- Use the graduated response model for all compliance related work.
- Use positive compliance processes to gain compliance
- Complete incident reports.
- Actively survey the surroundings looking for unusual behaviours.

- Being aware of persons whom we regularly interact with.
- Reporting any graffiti.
- Reporting any issues for the Council services to repair.
- Actively monitor CCTV system when required.
- Complete incident reports.
- Engage with the public, business owners and other users of the public spaces on an ongoing basis.
- Help those that need directions or information about the city.
- Be mobile and visible to the public.
- Be seen to engage and achieve an outcome in every interaction.
- Focus on areas that are subject to high incidences of crime or nuisance behaviour.
- Be a Warranted Litter Control Officer capable of issuing infringement tickets.
- Achieve compliance with the requirements of the Litter Act as it applies to City Safe Operations.
- Issue enforcement Notices if required.
- Adhere to health and safety policies and procedures, enabling a safe and healthy work environment for all workers and members of the public.
- Participate in health and safety relating to position activities.
- Stop and/or report any unsafe practices.
- Carry out health and safety observations.
- Contribute to special projects as required.
- Improve work processes and systems.

How you will do this

Our team culture is critical to our success. It's vital everyone who joins our team is an

ambassador for our values, so together we can drive the best possible outcomes for our community.

Your mindset, skills, knowledge, and experience

You actively work at being the 'best version of you' and your mindset and behaviours have a positive impact on others.

You bring to the role

- Experience in conflict management.
- Capable, flexible, responsive and engaging
- Understands body language.
- Advanced/enhanced conversational skills.
- Ability to effectively handle confidential information.
- High level of perception management.
- Data inputting skills.
- Written communication skills to complete standard reports.
- Familiar with handheld technology (mobile devices).
- General computer usage skills.
- Resilience.
- Full current drivers licence.
- Available to work shifts on a 24-hour, 7 day per week roster.
- First Aid Certificate preferred.
- Understanding of Graduated Response Model preferred.
- Understanding of risk-based approach preferred.
- Familiarity with CCTV systems preferred.
- Litter Control Warrant preferred.

Health, safety and wellbeing

All of our people have a responsibility for their own and others health and safety. This includes following all health and safety policies and procedures, including reporting events and hazards, and participating in health, safety and wellbeing programmes and initiatives as required.

Civil Defence

Completes Civil Defence training and participates in events as required.

Note: This position description is a broad outline of the key activities and responsibilities for this role. Key responsibilities may vary from time-to-time, at the request of the manager, to accommodate the operational needs of the team.