

SkyGate Security Co-ordinator

This job description provides an indicative outline of the purpose and accountabilities of the role. Specific performance requirements and expectations will be included in annual performance objectives.

Reporting Relationship and Location

Reports to:	Team Leader, Airport Security
Team/ Business Unit:	SkyGate Security / 6855

Purpose and Major Challenges of the Role

Our Mission is to provide all Airport Customers, workers, and stakeholders a safe and secure environment through the delivery of an exceptional security service.

The SkyGate Security Co-ordinators primary role is the protection of Auckland Airports licence to operate through ensuring compliance with our CAR139 obligations for the protection of our Airside | Landside boundaries, detection of breaches to these boundaries and upholding of the Airport Workers Rules which govern security practices and behaviours across the Aerodrome.

SkyGate Coordinators are the primary upholders of the Airport By laws, patrol the wider Airport precinct hold trespass authority on behalf of the Airport are responsible for searching, recovery and disclosure of CCTV records as well as initial investigations and general security duties.

To achieve this you will be comfortable in being assertive while maintaining a Customer focused Lense and you will work closely with our airport stakeholders, border agencies (NZ Customs, Avsec, Immigration, MPI) and the NZ police.

While reporting to a team leader Coordinators are empowered to make decisions in an environment that encourages continuous improvement. The position is both challenging and rewarding operating in a fast-paced environment it requires continued learning of new technology the ability to understand and apply legislation while delivering an exceptional Customer experience.

Role Accountabilities

- Conduct proactive foot and mobile patrols of the airport environment and terminals to detect and deter any potential criminal activities.
- Conduct random covert security tests of airport airside/landside access points as part of continuous security improvement aligned to CAA compliance.
- Develop and enhance close working relationships with airport stakeholders, border agencies & police for the on-going betterment of the safety & security of the airport precinct.
- Respond and attend to reported security incidents on airport in a timely manner.
- Thoroughly investigate & document security incidents and follow them through to resolution where possible.
- Maintain the confidentiality of sensitive matters attended to or investigated by the team.
- Ensure company policies and procedures in place around the security of information from company systems i.e. CCTV & Access control, are always complied with.
- Provide support to any emergency or planned events which may affect airport operations.
- Any other duties as required by the SkyGate Security Team Leader.

Dimensions (as appropriate to role eg. revenues, expenditure budget, customer volumes etc)

eg. Total number of employees supported:			
eg. Operating and/ or Capital budget:			
Number of Staff:	Direct reports:	Through subordinates:	Total:

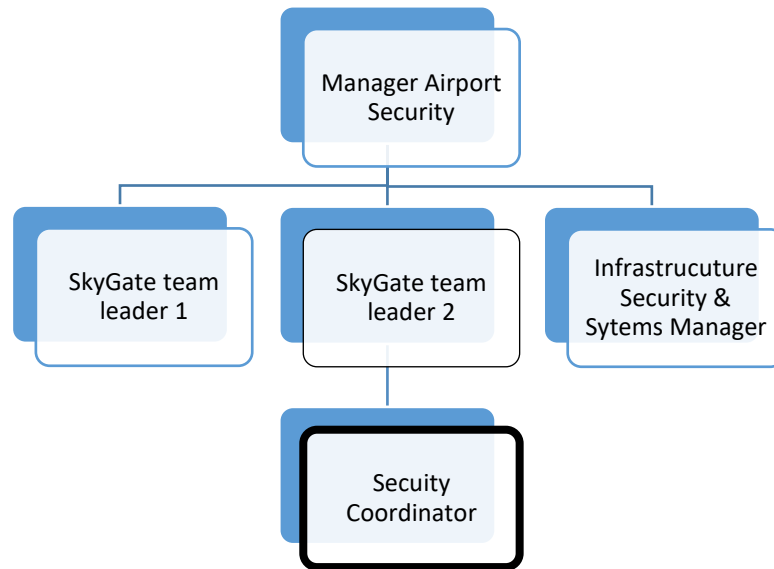
Decision Making Authority

- a) Financial delegations: As per DFA Policy
- Other major actions able to be taken within delegated authorities (if any):

Key Relationships

Internal	External
Aeronautical	NZ Police
Retail & Commercial	Government Agencies (include. Border agencies)
People & Safety	Airlines/Ground Handlers
Property	Concessionaires
AD & D	Airport Contractors

Position in Organisation



Qualifications and Experience

Essential	Preferred
<ul style="list-style-type: none"> • Qualification in Security or Operations or a combination of qualifications and experience • Minimum 5 years' experience in security or working in an operations environment • Minimum 2-4 years' experience working in a complex stakeholder environment <p>PLUS eg:</p> <ul style="list-style-type: none"> • Well-developed skills as a team contributor, with demonstrated ability to collaborate effectively across functional lines • Sound business writing and verbal communication skills, including well-developed presentation skills • Excellent relationship-building skills at all levels of the organisation with the ability to build strong networks with key stakeholders • Demonstrated success in applying influence and/ or negotiating to achieve a win/win outcome • Ability to think strategically and cope with business complexity • Sound working knowledge of relevant legal frameworks in New Zealand 	<ul style="list-style-type: none"> • NZQA Certificate Airport Operations • Experience in policing or aviation security • Tertiary Qualifications • First Aid Certificate • NZQA National Certificate Security- Level 2 & 3. • Sound Technology skills • CCTV and Access control systems usage experience

Core Competencies – Auckland Airport Values	
<p>Welcoming – Think like a customer <i>Organisational awareness:</i> Understands mission, values, operations, structure and goals of the organisation. Defines our story and seeks opportunities to engage others in it.</p> <p><i>Decision Making / Judgement:</i> Considers the relative costs and benefits of potential actions to choose the most appropriate. Evolves processes to meet future customer expectations and maximise value. Establishes systems and structures to guide decision making</p>	<p>Authentically New Zealand – People who are great to work with <i>Teamwork:</i> Establishes mutually collaborative relationships with peers, customers and partners. Establishes systems which keep people informed and up-to-date.</p> <p><i>Self-Awareness:</i> Recognises one’s attitudes, preferences, emotions, strengths, and weaknesses. Helps others identify and address areas requiring development. Actively seeks and acts on feedback on own performance.</p>
<p>Ambitious – Lifting our game <i>Problem Solving:</i> Identifies problems, develops and evaluates options, and implements solutions. Drives strategy and business plan across the Company. Promotes and shares proven solutions, processes and systems.</p> <p><i>Proactivity:</i> Anticipates and prevents future problems, takes charge to bring about change, and takes initiative within role. Prepares the team for the future. Applies skills successfully in novel situations. Delivers results.</p>	<p>Outstanding – Going above and beyond <i>Prioritisation:</i> Self-directs own activities through goal setting, time management, planning, etc. Monitors and coaches the business on best practice. Establishes measures of wise management and performance relating to strategy. Promotes “one team” goals and activities.</p> <p><i>Influence:</i> Asserts own ideas and persuades others to gain support and commitment. Infectious enthusiasm. Develops and effectively uses internal and external networks to improve Company performance</p>
Core Competencies	
<p>Confident leadership – Enjoys challenges, has the courage to speak up and take action. Relishes interactions with senior managers and peers. Demonstrates effectiveness at leading a high performing team to achieve organisational goals. Sets clear expectations and provides role clarity. Provides feedback and guidance. Holds staff accountable. Is trustworthy in all dealings. Actively listens with an open mind.</p>	<p>Creating one team – Creates an environment where direct reports are motivated and empowered. Encourages contribution, fostering a strong team culture. Celebrates team achievements. Effectively delegates and shares ownership with direct reports, setting achievable stretch targets. Acts quickly, strongly and fairly when dealing with employee problems. Ensures all team members are treated with respect.</p>
<p>Results orientation – Focuses on achieving results, constantly delivers on promises. Thrives on a challenge, has the energy to push through barriers, recognising opportunities. Has commercial understanding of how the business operates. Embraces the relationship between stakeholders and the business.</p>	<p>Continuous Improvement – Creates an environment where learning and improvement is the norm. Actively looks for opportunities to improve and simplify things. Dedicated to providing the highest quality products and services which meet internal and external customer needs. Facilitates and drives change.</p>
<p>Strong Communicator – Possess excellent oral and written communication skills. Provides timely and full information so others can do their job effectively and feel connected to the organisation’s broader goals.</p>	<p>Relationship Management – Knows how to build and maintain constructive and effective relationships. Builds excellent rapport with customers and suppliers, communicates clearly. Inspires and influences others, works well in a team. Resolves issues without discord, seen as a collaborator and team player.</p>

<p>Customer Centred - Satisfied only when exceeding customers' expectations. Takes a lead directly from customers to improve product and service offering. Gains and keeps the trust and respect of customers.</p>	<p>Initiative – Able to develop a new plan or action to improve something or solve a problem. Demonstrates high levels of initiative.</p>
<p>Awareness of Others – Values the contribution others bring to Auckland Airport, encourages diversity. Is approachable and builds strong relationships across the business and externally, encourages and role models collaboration. Sees the potential in others, understands and cares about what drives different groups. Helps others to progress their careers.</p>	<p>Self Aware – High level of engagement. Balances ambition with the needs of the business and others. Embraces the opportunity for continuous learning. Knows and admits own strengths, weaknesses, opportunities and limits. Actively seeks and acts on feedback, learns from mistakes. Has a high level of resilience, and is a calming influence in tense situations.</p>
<p>Quick and Quality Decisions – Makes effective decisions in a timely manner using sound judgement. Focuses on what's important. Doesn't require the full picture to make good decisions and take action. Isn't off-balance when things are uncertain or undecided.</p>	<p>Intellectual and Emotional Intelligence – Has the intellect, knowledge, skills and motivation to perform at a high level. Demonstrates emotional intelligence (EQ) to recognize own emotional state. Understands the emotions, needs, and concerns of others; picks up on emotional cues.</p>