



COOK ISLANDS INVESTMENT CORPORATION

Government of the Cook Islands

JOB DESCRIPTION

Job Title:	Security Officer
Division	Punanga Nui Market
Responsible To:	Punanga Nui Market Manager
Responsible For:	Nil
Job Purpose:	The purpose of this role is to: 1. Provide a visual security presence daily during the hours of 3pm to 7am (shift work basis). 2. Undertake grounds maintenance duties 3. Maintain a professional and tidy work appearance.
Job Classification:	N/A
Date:	January 2024

AGENCY VISION:

The vision that CIIC aspires to contribute to is:

Te au apinga puapinga te ka tauturu i te iti-tangata Kuki Airani.
“Quality assets that serve the Cook Islands people.”

A longer version of the CIIC vision has also been developed to provide better context

Tau meitaki no te akakoro’anga, akatuke atu i te au apinga no te katoatoa te ka oronga mai, tauturu mate akameitaki atu i te turangaora’anga o te iti-tangata Kuki Airani.

“Fit for purpose, transformational public assets that deliver, serve, and improve the wellbeing of the Cook Islands people, in harmony with our culture and our environment.”

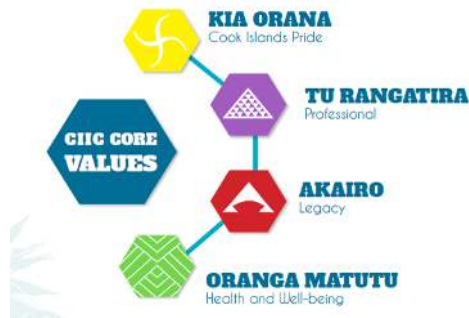
CIIC’s vision (quality assets that serve the Cook Islands people) has a very wide remit, therefore has a vast scope of responsibilities and contributes in a number of ways to the National vision and national development sustainable plan.

CIIC’s vast scope of responsibility includes:

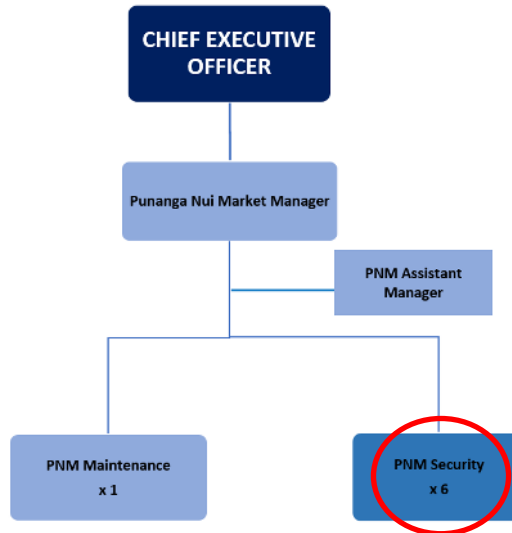
1. Crown land, Government infrastructure including Government buildings,
2. The Ports and Airports of Rarotonga and Aitutaki,
3. Te Aponga Uira Power Authority and Te Mana Uira o Araura,
4. Bank of the Cook Islands,
5. Investments in reticulated Water and Sanitation,
6. Telecommunications infrastructure and enterprises including Avaroa Cable,
7. Facilities management including Punanga Nui Market; and
8. Seabed mineral assets and enterprises

The CIIC has a vast scope of responsibilities with technical ownership of all crown assets and contributing to national development across a number of areas.

AGENCY VALUES:



ORGANISATION CHART:



KEY RESULT AREAS (KRA'S)/ OUTPUTS:

KRAS FOR THE POSITION:	KEY PERFORMANCE INDICATORS:
<p>1. Undertake the surveillance of Punanga Nui Market with regular inspections and reporting.</p>	<p>Inspections:</p> <ul style="list-style-type: none"> Conduct hourly inspections of all the properties on the premises to ensure it is safe and secure. Continuously maintain visible presence around the premises. Inspect and authorise persons and vehicles entering the facilities. <p>Reports:</p> <ul style="list-style-type: none"> Submit reports of daily inspections/ observations, including any suspicious actions. Report any suspicious behaviors and happenings to supervisors and/or escalate to Police. Maintain a shift log and record staff and visitor's movements to and from the premises after hours. Maintain and update all diaries, log book and time book.
<p>2. Grounds maintenance</p>	<ul style="list-style-type: none"> Maintaining good conditions of the Punanga Nui Market area including the Terevete

	<p>Park and any other areas under CIIC management.</p> <ul style="list-style-type: none"> • Cleaning, maintaining and painting buildings, furniture or equipment when required. • Keeping the area including its surroundings free from rubbish, debris and weeds during working hours
3. Responsible for the health, safety and security of clients, staff and visitors.	<ul style="list-style-type: none"> • Know the health and safety requirements and regulations at the Punanga Nui Market. • Ensure the security, safety and well-being of all personnel and visitors. • Adhere and advocate all CIIC and PNM rules, policies, regulations and operating standards to staff and visitors. • Carry out emergency procedures as necessary. • Monitor workplace health and safety and bringing deficiencies to the attention of your Manager.
4. Administration responsibilities and effective communication	<ul style="list-style-type: none"> • Provide clear and concise information regarding maintenance or security requirements to the Manager. • Ensure follow-up of matters requiring attention with the Manager. • Identify correct security procedures for the work being undertaken. • Attend and participate in staff, team and organisational meetings, when required.
5. Contributing to CIICs Values and being an active part of the CIIC team.	<ul style="list-style-type: none"> • Provide good customer service when dealing with members of the public, management and staff and stakeholders • Ability to maintain a positive attitude and professional demeanor and appearance at all times and perform well under project constraints and deadlines • Ability to develop productive relationships with the project team, with contractors/ vendors , and with design teams and clients • Assist organisation on general matters, as directed, for example, picking up rubbish, communication campaigns, running errands and in assisting with organisational event management, when required.

WORK COMPLEXITY

This position encompasses a range of challenging activities undertaken (3-4 examples):

1	This role must have an in-depth knowledge of security procedures and processes in the workplace.
2	Know health and safety requirements.
3	Be conversant in both Cook Islands Maori and English and have excellent writing skills.
4	Must hold a valid Cook Islands Drivers Licence to be able to drive a motor bike and car.

AUTHORITY:

Authority levels expressed in terms of routine expenditure, granting loans, and recruiting and dismissing staff.

Financial	Not applicable
Staff	Not applicable
Contractual	Not applicable

FUNCTIONAL RELATIONSHIPS:

The requirement for human relations skills in dealing with other personnel and external contacts.

Internal	Nature of Contact (Routine, Light, Medium, Heavy)	External	Nature of contact (Routine, Light, Medium, Heavy)
<ul style="list-style-type: none"> Divisional manager and assigned supervisors 	<p>Medium Work closely with other staff of CIIC to acquire information relevant to producing reporting requirements.</p>	<ul style="list-style-type: none"> Visitors & Vendors 	<p>Routine Ensuring health, safety and security.</p>
<ul style="list-style-type: none"> All staff and divisions 	<p>Medium Advise, collaborate, influence, inform and deliver.</p>	<ul style="list-style-type: none"> Cook Islands Police and other security enforcements 	<p>Light Coordination role between Police and other security enforcements.</p>

QUALIFICATIONS (OR EQUIVALENT LEVEL OF LEARNING)

Level of education required to perform the functions of the position. This combines formal and informal levels of training and education.

Essential: (least qualification to be competent)	Desirable: (specific qualification for job)
High School Diploma	High School diploma Customer services certificate

EXPERIENCE

The length of practical experience and nature of specialist, operational, business support or managerial familiarity required. This experience is in addition to formal education.

Essential: (least number of years to be competent)	Desirable: (target number of years you are looking for)
<ul style="list-style-type: none"> 2 years of general experience in security. Good customer service skills. Must be able to work collegially and independent of intensive supervision. Honest and reliable. Adaptable to changes in responsibilities. Friendly personality and the ability to work in a team environment. 	<ul style="list-style-type: none"> Experience in security. Follow detailed procedures. Must be able to work collegially and independent of intensive supervision. The ability to communicate in Cook Island Maori and English.

KEY SKILLS / ATTRIBUTES / JOB SPECIFIC COMPETENCIES

The following levels would typically be expected for the 100% fully effective level:

Expert level	<ul style="list-style-type: none">• Security procedures.
Advanced level	<ul style="list-style-type: none">• Communication skills.
Working Knowledge	<ul style="list-style-type: none">• Write short informal notes, fill out simple forms.• Be mentally and physically fit.• Have had other cleaning experience.
Awareness	<ul style="list-style-type: none">• Of recognising security or suspicious circumstances in the area of responsibility.

CHANGE TO JOB DESCRIPTION

Changes to the Job description may be made from time to time in response to the changing nature of the Agency work environment - including technological or statutory changes.

Approved:

CEO

Date

Employee

Date