

Statement of Accountability

Te whakaturanga o mahi

Team Name	Security Team		
Role Title	Security Operations Administrator		
Reports to	Transalpine Protective Security Manager		
Date	18 March 2024	Salary Band	???
Location	Canterbury Health Campus	Department	Security Team, Commercial services

About us

The Health System in Aotearoa is entering a period of transformation as we implement the Pae Ora/Healthy Futures vision of a reformed system where people live longer in good health, have improved quality of life, and there is equity between all groups.

We want to build a healthcare system that works collectively and cohesively around a shared set of values and a culture that enables everyone to bring their best to work and feel proud when they go home to their whānau, friends and community. The reforms are expected to achieve five system shifts. These are:

1. The health system will reinforce Te Tiriti principles and obligations
2. All people will be able to access a comprehensive range of support in their local communities to help them stay well
3. Everyone will have equal access to high quality emergency and specialist care when they need it
4. Digital services will provide more people the care they need in their homes and communities
5. Health and care workers will be valued and well-trained for the future health system

Te Mauri o Rongo – The New Zealand Health Charter

In order to guide the culture, values, and behaviour expected of the health sector, Health New Te Mauri o Rongo provides common values, principles and behaviours through four Pou, to guide health entities and their workers, enabling a cultural transformation of the health sector. Te Mauri o Rongo fundamentally upholds a key system shift of the New Zealand health reforms to reinforce and embrace Te Tiriti and our obligations to it.

The pou are a platform and a foundation to empower a culture transformation, every person is guided to align themselves to the pou and enact the values and behaviours that the pou represent. Employers and employees are expected to uphold Te Mauri o Rongo in their work and environments as part of our commitment to achieving Pae Ora (healthy futures) for all.

It is fundamental that the four Pou of Te Mauri o Rongo are upheld by the health entities and their workforce.

Wairuatanga	The ability to work with heart	<i>“When we come to work, we are able and supported by others to be our whole selves. When we return home, we are fulfilled”.</i>
Rangatiratanga	Ensuring that the health system has leaders at all levels who are here to serve	<i>“As organisations we support our people to lead. We will know our people; we will grow those around us and be accountable with them in contributing to Pae Ora for all”</i>
Whanaungatanga	We are a team, and together a team of teams	<i>Regardless of our role, we work together for a common purpose. We look out for each other and</i>

		<i>keep each other safe. Together we are whānaunga, we are the workforce - kaimahi hauora</i>
Te Korowai Manaaki	Seeks to embrace and protect the workforce	<i>"The wearer of the cloak has responsibility to act/embody those values and behaviours"</i>

Our Team Accountability

As a member of the Security Team Waitaha and Te Tai Poutini, this role has shared accountability for:

- Engaging the Security team within our health system to build trust, common understanding and ownership.
- Growing the understanding and engagement of the Security team with the vision and goals.
- Ensuring clarity of security purpose, developing clear direction, operational plans, security framework alignment and priority, by making sure all teams and roles know their accountability and responsibility.
- Building the service capability of the Security function to make it happen and the processes and capability to do it effectively and efficiently.
- Communicating, in order that within the Security team, Waitaha and Te Tai Poutini and our health systems, everyone remains aligned with and informed about our plans, priority and progress.

This shared accountability will be exercised in support of a drive to the organisation's People Strategy and the People and Capability operating model whereby the Security Services team lead the establishment, development and maintenance of the security community of expertise across our health system.

Expected Outcomes / Activities

- Providing an excellent customer experience for patients, staff and visitors to our facilities
- Fostering a collaborative culture and connectedness across the team, organisation and wider health system.
- Growing ourselves and our team; embracing all opportunities for everyone to have access to further training or education internally and with nationally recognised training organisations
- Ensuring we provide services that consider everyone's Wellbeing, Health& Safety
- Supporting scoping, discovery and alignment of work to the strategic priorities of Commercial Support.
- Communicating widely to be transparent in what we do and build trust in the services we provide.
- Supporting scoping, discovery and alignment of work to the strategic priorities of Commercial Support.

My Role Responsibilities

This role provides administration and coordination support to the Security Team to assist in maintaining an effective level of security across both Canterbury & West Coast HNZ facilities.

Key Outcomes Area	Expected Activities / Performance Indicators – Position Specific
SERVICE DELIVERY	<ul style="list-style-type: none"> - Supporting the ID Badging Office/Access Control Administrator - Overseeing the lost and found property process ensuring property is properly stored, accounted for and disposed of, in accordance with the Lost and Found Property policy - Manage the security incident reports entering relevant incidents into the Safety 1st database - Maintaining the security team's asset register - Co-ordinating the monthly duress alarm testing

	<ul style="list-style-type: none"> - Manage all CCTV requests in accordance with the CCTV release policy - Managing the Security Incident SharePoint database – including being able to produce meaningful statistical reports when required - Co-ordinating all fault reporting, repair and testing for the Access Control and CCTV systems - Producing reports from the ACS such as alarm reports, cardholder activity and door access activity. - Maintaining the Security Teams intranet page - Identifying service improvement, and participating in the introduction of new processes and procedures - Co-ordinate and manage with the Project Teams and security contractors - via Gallagher, access points are tested and operational, create and assign access groups, configure door settings - Milestone XProtect – Create and assign camera locations and group viewings. This includes some project teams who may request for changes to camera viewing.
COMMUNICATIONS	<ul style="list-style-type: none"> - Updating and maintaining intranet sites with information to support our customers to self-service where possible and to follow clear pathways if further assistance is needed.
COMPLIANCE	<ul style="list-style-type: none"> - Carrying out purchasing and receipting activities as requested by Managers using relevant software tools. - Assisting Managers with processes to handle internal requisition processes and internal financial recoveries - Assisting Managers to maintain emergency planning, business continuity and health and safety equipment and collateral.
CUSTOMER SERVICE	<ul style="list-style-type: none"> - Applying a customer focused approach to all interactions which incorporates use of te reo and diversity principles. - Liaising with the Customer Services team to assist Managers to prepare communications in response to feedback received from customers, patients and their whanau. - Engaging with Managers when receiving tasks, to discuss and agree timeframes based on the priority and urgency of all tasks and managers. - Assisting with monitoring, actioning and responding to customer queries coming to shared inboxes.
CULTURE	<ul style="list-style-type: none"> - Demonstrating understanding and respect for cultural differences, maintaining patient privacy and confidentiality and contributing to a respectful and positive team environment.
HEALTH & SAFETY	<ul style="list-style-type: none"> - Maintaining a safe work environment by following best practice, safety procedures at all times.
CONTINUOUS IMPROVEMENT	<ul style="list-style-type: none"> - Contributing to the continuous improvement of the teams and Commercial Support Services by identifying efficiency and quality opportunities and supporting implementation of agreed changes.
OTHER	<ul style="list-style-type: none"> - Performing other duties considered to be within the scope of this role as agreed by you and your manager.

To be effective and succeed in this role it is expected the person will have proven capabilities against the **Leading-Self** leadership focus. A person with this leadership focus will not hold formal leadership accountabilities but are responsible for displaying leadership character and driving service delivery within their role and team.

Therefore, critical capabilities for this role are:

Capability Area	Behavioural Descriptor
Cultural Responsiveness	Understands the needs of Māori and adjusts approach to ensure equitable outcomes.
Self-Aware	Understands their impact on others and strengthen personal capability over time.
Engaging others	Connect with people; to build trust and become a leader that people want to work with and for.
Resilient and Adaptive	Show composure, resolve, and a sense of perspective when the going gets tough. Helps others maintain optimism and focus.
Honest and Courageous	Delivers clear messages and makes decisions in a timely manner; to advance the longer-term best interests of the people we care for.
Achieving Goals	Demonstrate drive, optimism, and focus; to make things happen and achieve outcomes.
Managing Work Priorities	Plan, prioritise, and organise work; to deliver on short, medium and long-term objectives across the breadth of their role.
Curious	Seeks and integrates ideas, information, and different perspectives.

My Qualifications, Experience, Knowledge, Skills:

You will have:	<p>Essential</p> <ul style="list-style-type: none"> – Excellent computer skills, particularly with the Microsoft Office Suite – In-depth knowledge of security systems including Gallagher access control and Milestone CCTV systems – A high degree of attention to detail – Excellent verbal and written communication skills – Superb customer focus and strong interpersonal relationships skills <p>Desired</p> <ul style="list-style-type: none"> – Basic financial management knowledge – Experience working in administrative or coordination roles supporting multiple teams/stakeholders
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Key Relationships to Nurture

Internal	External
- Commercial Support Services team members and managers	Security services contractors and equipment providers
- Ward and Department leaders and staff	Other HNZ districts and MBIE Security Services employees
- Security Team Members	Local Authorities
- Procurement, purchasing and supply staff	Police, Corrections, St John, Civil Defence and relevant agencies and organisations
- Accounts payable and other finance staff	Members of the public
	Third party security suppliers

This statement of accountability is intended as an insight to the main tasks and responsibilities required in the role and is not intended to be exhaustive. It may be subject to change, in consultation with the job holder.