



## Job Description – Security Officer

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### Document Control

**Position Title:** Security Officer

**Department:** Security and Risk Management

**Reports To:** Security Supervisor / Head of Security and Risk Management

**Version:** 1.0

### Job Overview

The Security Officer is responsible for ensuring the safety, security, and wellbeing of guests, staff, and property across Grand Royale Group's hotels, restaurants, and event venues. This role involves monitoring premises, enforcing safety protocols, responding to incidents, and maintaining a visible presence to deter risks. The position requires vigilance, professionalism, and a commitment to maintaining a safe and welcoming environment in line with Grand Royale Group's luxury hospitality standards.

### Key Responsibilities

#### Safety & Security Operations

- Patrol and monitor all areas of the property to ensure safety and security.
- Respond promptly to alarms, emergencies, and guest or staff incidents.
- Monitor CCTV systems and access control points.
- Secure entrances, exits, and restricted areas during and after operations.

#### Incident Management & Reporting

- Document all security incidents, accidents, and property damage.
- Prepare detailed reports and escalate serious matters to management.
- Liaise with local law enforcement and emergency services when required.
- Conduct preliminary investigations into security or safety concerns.





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## **Guest & Staff Support**

- Provide assistance to guests and staff during emergencies or safety procedures.
- Handle conflict or disturbance situations calmly and professionally.
- Deliver excellent customer service while maintaining authority.
- Ensure discreet handling of confidential and sensitive information.

## **Compliance & Risk Management**

- Enforce compliance with WHS, fire safety, and emergency protocols.
- Participate in safety drills, evacuation planning, and risk assessments.
- Inspect fire exits, alarms, and extinguishers to ensure readiness.
- Support loss prevention initiatives and control of valuable assets.

## **Qualifications and Experience**

- Certificate II or III in Security Operations (mandatory).
- Current Queensland Security Licence and First Aid Certification.
- Minimum 2 years' experience in hospitality or corporate security.
- Knowledge of emergency response, crowd control, and surveillance systems.
- Strong understanding of WHS and risk management practices.

## **Skills and Competencies**

- Excellent observational and situational awareness.
- Strong communication and conflict resolution skills.
- Professional demeanour and calmness under pressure.
- Integrity, discretion, and reliability.
- Ability to work both independently and within a team environment.

## **Working Conditions**

This is a full-time or shift-based position located at Grand Royale Group's properties in Gold Coast, Queensland. The role requires flexible working hours, including nights, weekends, and holidays, to maintain 24-hour site security coverage.





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## Key Performance Indicators (KPIs)

- Incident response times and report accuracy.
- Compliance with security and safety procedures.
- Guest and staff feedback on safety and professionalism.
- Reduction in security-related incidents.
- Collaboration with operations and management teams.

## Company Values and Culture

Grand Royale Group values integrity, safety, and respect across all operations. The organisation fosters a culture of vigilance, teamwork, and accountability. The Security Officer plays a vital role in upholding these values and ensuring every guest and staff member feels safe and protected.

## Career Path

This role provides opportunities for advancement into positions such as Security Supervisor, Risk and Safety Coordinator, or Head of Security and Risk Management within Grand Royale Group or other large hospitality organisations.

