South Bank Corporation

We acknowledge Aboriginal and Torres Strait Islander peoples as the custodians of the land and waters where South Bank exists today. We offer our respect to elders past and present as we work towards a just, equitable and reconciled Australia.

Position Description

1. The Position

Position Title	Security Coordinator
Reports to	Security Manager
Created	September 2026

2. Scope

South Bank Corporation utilises a security model which seeks to deliver a multi-layered, customer-centric and safety-focused approach to security arrangements across our precinct.

As Security Coordinator, you are responsible for supporting security arrangements across protective, physical, and personnel security initiatives. You will work closely with the Security Manager and Security Supervisor to assist with public safety and facilities protection, whilst supporting customer experience, events, operations, and major contractors.

The role plays a key part in upholding the integrity of the precinct's security arrangements, contributing to continuous improvement initiatives, and supporting compliance with relevant legislation, regulations, and national frameworks, including *Australia's Strategy for Protecting Crowded Places from Terrorism*.

3. Key Responsibilities/Activities

- Coordinating day-to-day physical security arrangements including access control, CCTV, keys, building security, and perimeter security, to ensure security is not compromised.
- Coordinating the development of a Security Operations Manual and reviewing documentation and protocols, including a focus on at-risk people and customer-centric security arrangements.
- Contribute to the development, review, and continuous improvement of security policies, procedures, and standard operating guidelines.

- Support protective security arrangements to ensure standards and expectations are met and collaborating closely with contractors to address issues.

- Identifying security trends and issues from local, national, and international perspectives and escalating risks and concerns via Intelligence Bulletins and Security Briefs.
- Assisting with incident investigations, including footage reviews, causal analysis, and developing mitigations, reports, and debriefs to close out incidents.
- Supporting events via the preparation of Security Briefs and general event security planning to present for approval and endorsement
- Preparing a security audit schedule and conducting audits on facilities and functions with internal stakeholders and presenting results for approval.
- Supporting customer experience teams and incident rooms during major events.
- Liaison with internal and external stakeholders to support the overall security arrangements.
- Participating in internal and external security precinct training exercises and coordinating forums, including logistical arrangements and preparation and circulation of minutes and debriefs.
- Ensuring compliance with Australia's Strategy for Protecting Crowded Places from Terrorism and relevant legislation.
- Supporting security culture and awareness campaigns.

- Perform other duties as assigned by the Security Manager, Commercial & Operations

4. Key Skills, Knowledge & Experience Required

- Tertiary qualifications in criminology, justice studies, and/or intelligence are highly desirable.
- Work experience as a security or intelligence professional in a similar environment with strategic and operational responsibilities is highly desirable
- Working knowledge of crowded places security obligations and requirements, including Australia's Strategy for Protecting Crowded Places from Terrorism.
- Experience in developing procedures and protocols.
- Sound understanding of precinct security risks and threats.
- Highly developed analytical, critical thinking and problem-solving skills and the ability to develop insights, identify trends and emerging issues, and communicate and disseminate advice.
- Excellent liaison and negotiation skills demonstrated via experience dealing with law enforcement agencies and internal and external stakeholders from the Government, private sector, and community.
- Excellent oral, written, and interpersonal communication skills.
- High level of integrity and professionalism demonstrated by experience in sensitive environments.
- Demonstrated knowledge of physical and protective security systems relating to access control and surveillance, combined with a strong record of achievement.

- This role may be required to work outside of normal business hours, including weekends.

5. South Bank Corporation Vision, Purpose and Values

Our Vision

A world-leading urban precinct that welcomes, engages and inspires

Our Purpose

To be a renowned place manager, recognising the demand for green space in Brisbane's inner city.

- To innovate, manage and maintain our enviable reputation as Brisbane's premier recreational, cultural, educational and entertainment precinct.
- Redevelop key sites while strengthening physical integration and relationships within the immediate neighbourhood.

Our Values

We strive to be...

1. Inclusive
2. Sustainable
3. Collaborative
4. Curious
5. Bold

6. Key Behaviours

The Corporation workplace promotes an inclusive, performance focused culture using a One Team approach.

We respect, protect and promote human rights in our decision-making actions.

Expected personal behaviours:

Commitment to quality & results

- Sets high standards of performance for self and reinforces high-performance standards to individuals and team; focuses attention on achieving key performance outcomes; sets specific goals for self and others as appropriate; communicates clearly and concretely the results to be achieved; critiques own performance; willing and able to learn and apply new technology, processes and procedures.

Innovation & creativity

- Considers a range of creative alternatives; generates multiple and unique responses to a problem or opportunity; tries different and novel ways to deal with an issue; contributes own ideas.

Understanding business

- Has and uses knowledge of systems, situations and culture inside the Corporation to identify potential organisational issues, problems and opportunities; understands the impact and implications of decisions on business units throughout the Corporation. Has and uses knowledge of societal, technical, political and government issues outside the Corporation to identify potential problems and opportunities.

Customer service excellence

- Places the customer at the core of our business; makes efforts to listen to and understand the customer; gives high priority to customer satisfaction; develops, maintains and supports productive customer relationships; makes customer needs and expectations a primary focus of action.

Collaboration

- Maintains effective work relationships; readily volunteers and exchanges information and ideas, provides and accepts constructive criticism; supports and implements group decisions; shows respect and seeks to support colleagues and customers.

Our approach to tasks are: -

Solution focused

- Gathers relevant information, considers appropriate variables to accurately identify the solutions to challenges in equipment, systems or processes; takes relative seriousness and urgency of problem into account; and demonstrates a can-do attitude.

Safety focused

- Knows and accepts the importance of adhering to safety rules, practices and procedures; monitors own safety and the safety of others; checks reporting and if necessary, takes action on workplace safety hazards.