

POSITION DESCRIPTION

Port Nelson -The Region's Gateway to the World



SECURITY GATE OPERATOR

Reports To	Security Supervisor
Location	Nelson
Key Relationships	Internal: Marine Operations Manager Security Supervisor Container Operations Manager Container Terminal Supervisor R&D Gatehouse staff PNL Management & staff PNL Workshop Supervisor & staff Stevedoring staff Duty Pilot & Marine Operations Coordinator External: Freight Company Personnel MAF & Customs General Public External Stevedoring Companies Shipping Agents Ships crew
Direct Reports	Nil
Delegated Authority	As per delegated authority guidelines.

SECTION A – OUR ORGANISATION

Port Nelson is owned by Infrastructure Holdings Limited which is owned equally by Nelson City Council and Tasman District Council. Our purpose is to facilitate regional prosperity, *Kia āhei ki te kōkiri whakamua ki te taumata ā-rohe.*

Port Nelson is the maritime gateway for Te Taihū – a vital hub for economic activity and a key facilitator of our region's continued growth and prosperity. We are solution-focused offering world-class customer-orientated services alongside a highly experienced and knowledgeable team.

The values by which we operate our business are best described by the acronym ASPIRE, standing for:

ACCOUNTABILITY

To be accountable for our actions, our performance and outcomes.

SAFETY

To act in a manner that prevents the risk of injury or danger.

PASSION

To maintain a powerful and compelling enthusiasm about what we do at Port Nelson.

INTEGRITY/ HONESTY

To be truthful, upright and act according to what is right.

RESPECT

To hold the people around us in high esteem and show consideration

EXCELLENCE

To continually strive to be the best at what we do.



SECTION B – POSITION PURPOSE

To provide effective control and security of the operational areas of Port Nelson based from the Carkeek Street Security Gatehouse.

To provide shuttle services within the port as required by demand.

The Security Gatehouse is the “Muster Point” for all inward and outward, local and international communications on security and vessels berthing at the facility. The job has a high Public Relations focus, the incumbent being in most cases the first point of contact for many Port Nelson customers and users.

SECTION C – KEY ACCOUNTABILITIES

Due to the requirement to have the Carkeek Street Security Gatehouse manned at all times, the responsibilities set out below will be carried out by all Security Gate Operators.

To maintain Jade Master Harbour (JMH) data entry of shipping information. To Support the ISPS Code/Port Facility Security Plan and ensure it is operating efficiently including participating in exercises and training.

Key Accountabilities	Task
<p>Authorised Entry and Surveillance</p>	<ul style="list-style-type: none"> • To control access into the port operational areas on a 24 hour x 7 day basis by operating the sliding gates at Carkeek Street, the C3 Log Receiving gate at Graham Street and the pedestrian turnstile gate at Kingsford Quay East utilising the Gallagher computer system supported by CCTV. This involves checking Photo Identities, granting access to Authorised Vehicles through the sliding gates and Authorised Persons through the pedestrian doors and gates. • Record and issue keys for all PNL gates, sheds and other facilities inside the Restricted Area. • Assist and check on users of the C3 Log entrance and Pedestrian Turnstile at Kingsford Quay East. • Conduct random minimum inspections of 5% of vehicles per month entering the Restricted Area. • Inspect unaccompanied baggage as required under Port Security Plan • Inspect Ships Stores as required under Port Security Plan. • Carry out random mobile patrols of the port area checking cargo, cargo handling equipment, ensuring fences, gates and doors are secure at all times. • Respond immediately to Security Threats/Alerts and Restricted Area breaches and contact the appropriate authority if assistance is required (i.e. Police, PFSO). • Receive and respond to all security related information received by telephone, fax, e-mail and/or radio • Provide Port Security through regularly monitoring the CCTV. Regularly panning the Pan Tilt Zoom (PTZ) cameras over the port area only recording time and any suspicious activities. • Monitor and track traffic flows with CCTV. • Record and monitor Crew movements in and out of Restricted Area, checking photo Ids against Crew Lists. • Report all security incidents/threats to Supervisor and/or PFSO



	<ul style="list-style-type: none"> • Maintain keys and padlocks for Stevedoring Services R&D yard on Wildman Ave, in compliance with PFSP requirements • Provide shuttle services to on to and from port for PNL employees, contractors, port visitors, ships crews, etc.
Public Relations	<ul style="list-style-type: none"> • Customers and port users are received in a courteous, friendly, and efficient manner. • The nature of business of customers and port users is determined. • Explain the internal road system to customers and port users and provide directions to the required destination. • Educate port users in new security procedures
Health & Safety	<p>Operations:</p> <ul style="list-style-type: none"> • Take an active role in ensuring safety of yourself and other members of the PNL team. • Encourage a safety minded focus within your team and participate in the resolution of safety concerns • Adopt safe work practices, know the safety rules for your area, and comply with all standard operation procedures • Support the Company's Drug and Alcohol Programme • Actively participate in any rehabilitation programme • Use all appropriate safeguards, safety devices, safety equipment and personal protective equipment (PPE) provided. • Ensure customers and port users entering work areas know the safety and operational rules including route to follow, parking instructions and have the appropriate safety equipment e.g. Hi Viz vests. • Monitor and control access from the Stevedoring Services Nelson Ltd (SSNL) storage area through PNL's' internal road system to facilitate the loading and unloading vessels. • Maintain the Environmental Register receiving and recording any afterhours noise complaints from the public, investigate the source where possible and to contact the relevant company representative to arrange remedial action. All reports and actions are recorded in the PNL Environmental Register. <p>Reporting:</p> <ul style="list-style-type: none"> • Take action where you observe unsafe behaviours and report all accident/incidents/near misses • Participate in incident investigations or H&S Audits within as required • Promptly report all hazards/maintenance relevant to plant and equipment <p>Training:</p> <ul style="list-style-type: none"> • Participate in H&S training and keep up to date with H&S best practice
Administration	<ul style="list-style-type: none"> • Issue Port Nelson Photo ID Cards and Visitors Cards (combined Photo ID / Access Card issued only on instruction from PFSP) • Administer and maintain Security Files as required by PFSP for MSA Audit purposes. • Maintain the Visitors Register of all visitors entering through the Carkeek Street gatehouse. • Maintain filing systems.
Shipping	<ul style="list-style-type: none"> • Provide continuous link to ships while in port on Channel 16. • Receive information from Ships Agents re arrangements for the ship.



	<ul style="list-style-type: none"> Record arrival and departure of Lines Crew and advise them of any changes to orders, issue vehicle keys, record job comments on Shipping Orders for Cargo Ops and payroll purposes. Handle correspondence for shipping matters. Handle after hours enquiries relating to Security and Shipping arrangements. Contact ships call outs after hours and at weekends re cancellations and changes (includes Lines crews, Tugs and Pilot Launch). Control and record after hours shipping movements, including the use of Nelson Harbour Radio (VHF Channels 12 & 16). Input all shipping movement data into Jade shipping management system.
Miscellaneous	<ul style="list-style-type: none"> After hours Cargo Reception of cargo received, delivered and stored, includes cargo delivered direct to/from ships side, as required. Provide back-up for other Security Staff as required. Record and issue keys for company vehicles based at the Gatehouse e.g. lines vehicles, crew shuttle. Weighbridge – Trouble Shooting after hours. General Housekeeping of Security Gatehouse. General Duties as requested by Supervisor.
Continuous Improvement	<ul style="list-style-type: none"> Supporting continuous improvement by actively identifying ways (i.e. ideas) to improve how we operate at PNL. Any other project work or duties that may reasonably be required.

SECTION D – KNOWLEDGE, SKILLS & EXPERIENCE

Qualifications	<ul style="list-style-type: none"> Secondary School, to School Certificate Level. Relevant security qualification (desirable) Marine radio certificate. (Training will be provided) First Aid Certificate (Training will be provided) Current Drivers' Licence
Experience	<ul style="list-style-type: none"> Previous security experience Well experienced in dealing with the public Customer services skills Knowledge of port operations or shipping ISPS Code for Port Security (training will be provided)
Skills and Knowledge	<p>(The position has a high Public Relations focus, the incumbent being in most cases the first point of contact for many Port Nelson customers and users.)</p> <ul style="list-style-type: none"> Customer service skills – ability to interact effectively with diverse range of people Communication skills – ability to give good clear and concise instructions (Duties include Radio communication protocols). Strong interpersonal skills – needed to conduct inspection requirements of position. Computer skills- intermediate skills required for data entry and other tasks but training will be supplied in JMT system. Telephone etiquette. First Aid Certificate – ability to render basic first aid (Company will provide training for the certificate).



Personal Attributes	<ul style="list-style-type: none">• Strong public relations skills, with a friendly and pleasant manner and the ability to be firm if necessary.• Ability to work as part of a team.• Ability to work under pressure with minimal supervision (“a self starter”).• Physically fit.• Flexible / Adaptable – accept change and adapts to new conditions.• Working in a dynamic environment requires the ability to remain calm under pressure.
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ACKNOWLEDGEMENT

I accept this job description identifies the key elements of the job for which I am accountable.

Confirmed by Employee

Signed:

Date:

