

Role Statement

Team Leader, Venues Security

Classification Level:	ASO6	Agency:	Office for Recreation, Sport and Racing
Position Number:	P69423	Division:	Infrastructure and Planning
Direct Reports:	0	Business Unit:	Venue Operations
ANZSCO Code:	1499	Reports to:	Manager, Venue Operations
Date Updated:	Jun 2026	Location:	Mile End

Organisation Overview

The Office for Recreation, Sport and Racing (ORSR) is the lead South Australian Government agency for sport, active recreation and racing. ORSR supports sport and recreation organisations, local government, and the community by providing leadership and support through the development and delivery of funding, policy, programs, infrastructure planning and management, and high-performance pathways.

Division

The **Infrastructure and Planning** division provides a strategic and integrated approach towards the development and delivery of recreation and sport infrastructure and works to build diversity, strength, capacity and sustainability with industry clients and the community. The division is responsible for a number of the State's key sporting assets, including major sporting venues such as the South Australian Sports Institute, Mile End Sports Complex, SA Athletics Stadium and Adelaide Super-Drome. It undertakes development planning, construction, project management, facilities management, and recreation trails development and management.

Role Overview

The Team Leader, Venues Security manages the planning, delivery and continuous improvement of security operations across ORSR-managed venues. The role is responsible for establishing a consistent, professional and risk-based security framework that supports safe, welcoming and customer-focused environments across the venue portfolio.

The position provides strategic and operational leadership of venue security, including oversight and coordination of security service delivery, contracted security providers, systems and emergency management arrangements. It ensures security operations are compliant, integrated with venue operations, and aligned with whole-of-government requirements.



The Team Leader plays a key role in event security planning, risk management, stakeholder engagement and continuous improvement, and contributes as a member of the Venues Operations Leadership Team to deliver coordinated, high-performing venue operations.

Key Outcomes of the Role

Leadership and Team Coordination

- Manage, coach and support contract security personnel, full time and casual venue staff to deliver consistent, professional security services (escalation and reporting) aligned with ORSR standards.
- Oversee security rostering, deployment and readiness for daily operations, training and events.

Operational Security Management

- Respond to security incidents when required, ensuring appropriate initial action, escalation and documentation in line with ORSR procedures.
- Coordinate the effective daily operation of the Security Control Room (where applicable), including monitoring, communications, tasking and decision-making.
- Coordinate the development, implementation and maintenance of venue wide and multi venue precinct emergency response plans, ensuring alignment with ORSR emergency management procedures and coordinated input from all stakeholders, including SAPOL Emergency Response Teams, Federal and State Emergency Services, tenants and precinct partners to ensure integrated and effective emergency preparedness.
- Operate and oversee security systems to required standards: CCTV, access control, alarms, radios, personal security devices and related technologies; escalate faults and track rectification.
- Conduct and/or coordinate internal and external patrols, access checks and lock/unlock routines, identifying hazards, maintenance issues, and potential breaches of security.
- Manage access administration, keys/card issuance, ID badges and associated records in line with policy.

Event Security

- Coordinate security planning for events and bookings, including risk assessments, operations plans, deployment schedules and briefings.
- Ensure safe welcoming and customer-focused experience for on-the-ground security operations during events, , working effectively with venue operations and F&B as required.
- Work collaboratively with Venues Operations, Food and Beverage and Property Services teams to ensure coordinated planning, operational readiness and service delivery across all events.
- Liaise with emergency services and external stakeholders to support major event readiness and response.

Stakeholder Engagement and Customer Service



- Maintain strong working relationships with internal teams, tenants, event hirers, contractors and emergency services to ensure integrated security operations.
- Provide clear, professional and solutions-focused communication and advice to staff, athletes, coaches, visitors and the community, including after-hours support where required.

Administration, Compliance and Reporting

- Maintain accurate records, logs and evidence repositories (e.g., access logs, CCTV retrievals, key registers, incident reports).
- Track expenditure of security services, equipment and systems within delegations.
- Coordinate the development, implementation and review of security procedures, SOPs, risk assessments, inductions, checklists and business continuity arrangements.
- Provide timely written and verbal reporting with insights, recommendations and KPI/metric tracking.

Incident Response and Authorised Intervention

- Exercise delegated authority to coordinate an appropriate response to security incidents, behavioural issues and emergencies, including providing direction to patrons, issuing move-on directions and coordinating removal of individuals where required.
- Represent ORSR and the South Australian Government ensuring responses are professional, lawful, proportionate and aligned with relevant legislation, policies and procedures.
- Provide expert security advice to staff, tenants, hirers and contractors during incidents and operational situations to support safe and effective outcomes.
- Support the resolution of security situations and incidents.

Contribute to the overall success of the Venues team

- Provide effective assistance on the overall portfolio management of venue facilities.
- Operate as a key contact for ORSR operated facilities.
- Work with staff at other locations to achieve consistency of administration of various ORSR venues.
- Analyse data and identify venue needs into the future to support portfolio planning.
- Provide safe, welcoming and highly regarded facilities and sites.
- Manage the flow of information from the operational arm of ORSR to Management and Senior Executive.
- Provide a high level of service and response time to event hirers of facilities.

Special Conditions and Essential Requirements

- This role has been classified as a position of trust, and a 'prescribed position' under the *Child Safety (Prohibited Persons) Act 2016*. The incumbent is subject to a satisfactory Department of Human Services Working With Children Check (WWCC) in line with departmental criminal history screening policies and procedures.
- Some out of hours work may be required.

Qualifications / Licences

Essential

- Drivers Licence

Desirable

- Security licence
- Senior First Aid certificate

Person Capabilities

- Significant level of experience coordinating the full range of security functions for a facility and/or event, including security operations, incident response and contract coordination.
- Demonstrated people management and leadership skills, with the ability to support, guide and develop staff and security personnel to achieve consistent service delivery outcomes.
- Significant level of experience in developing and implementing emergency response plans and procedures including managing and tracking budgets and interpretation of financial reports.
- Demonstrated ability to work respectfully and effectively with Aboriginal and Torres Strait Islander people and an understanding of Aboriginal cultural values and social issues and ensuring programs and services are accessible and meet Aboriginal community needs.
- Proven ability to work effectively both independently and collaboratively as part of a team, under broad direction, exercise judgement, delegated authority and a significant level of responsibility to set performance outcomes and plan and schedule complex work to achieve required outcomes and meet operational objectives.
- High –level interpersonal, communication, negotiation and conflict resolution skills with the ability to listen to stakeholders, handle sensitive, complex or difficult issues with tact and diplomacy and maintain a high degree of confidentiality, and provide sound advice, reports and briefings to senior management.
- Significant knowledge of contemporary security operations, risk management principles and practices, including security risk management, threat identification, crowd management, access control and response strategies.
- Knowledge of relevant legislation, policies and standards relevant to security operations including Work, Health and Safety legislation, risk management frameworks and related policies and procedures.
- Demonstrates commitment and accountability to the implementation of the Premier's Safety and Wellbeing Declaration and requirements of the Work Health and Safety Act 2012, utilising AS/NZS ISO31000:2009 Risk Management or equivalent.

- Exhibit behaviours that model integrity, professional accountability and diversity across the department, across-government, and community interactions in line with the SA Government's Code of Ethics and the Equal Employment Opportunity Act 1987.

Corporate Responsibilities

Exhibits behaviours and demonstrates commitment and accountability to:

- Keeping accurate and complete records of business activities in accordance with the State Records Act 1997.
- Maintaining a commitment to the Public Sector Act 2009, Ethical Conduct and the legislative requirements of the Public Sector Act 2009 and Work Health and Safety Act 2012.
- Supporting and advocating Equal Employment Opportunity (EEO) and diversity in the workplace in accordance with EEO legislation. In particular, maintaining a commitment to promote an inclusive workplace in support of Aboriginal and Torres Strait Islander people and other under represented groups.

Delegate Approval

Name

Signature

Date: / /

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