

SECURITY MANAGER – Term Contract

Purpose of Position

The Security Manager is responsible for the day to day operations and oversight of Greater Victoria Harbour Authority's (GVHA) security program. This includes developing and implementing security policies, protocols and procedures; managing budgets for security operations and monitoring expenses; recruiting, training and supervising any in-house security personnel and overseeing any external security contracted services. In addition, this role will also conduct a security audit to assess GVHA's current and future security needs and make recommendations.

Position Links

Reporting to the Chief Projects Development Officer (CPDO), the Security Manager develops and maintains relationships with:

Internal:

- Chief Projects Development Officer (CPDO)
 - Maintenance Operations Manager
 - Maintenance Administrator
 - Inner Harbour Operations Manager
 - Dock Operations Coordinator
 - Fisherman's Wharf Operations Manager
- IT Systems Administrator
- Other GVHA Corporate and Operations staff

External:

- Western Stevedoring
- Customers/Clients
- Stakeholders/First Nations
- Contractors/Consultants
- Transport Canada, Department of Fisheries and Oceans (DFO), Canadian Coast Guard, RCMP Marine, Victoria Police Department, Victoria Fire Department (VFD), Canada Border Services Agency (CBSA)

Specific Accountabilities

Terminal/Facility Operations

- Maintains and updates all GVHA's security plans for all facilities with coordination from Western Stevedoring and other Managers
- Schedules terminal security staff
- Manages security contracts
- Provides security input into other operations
- Provides boots on the ground security for all facilities based on facility needs
- Liaises with first responders and other stakeholders

- Coordinates event security at all facilities in collaboration with other Managers, GVHA's Event Coordinator and external events coordinators
- Provides support to managing parking lot access and flow at Ogden Point
- Conducts a security audit to assess GVHA's current and future security needs and provides recommendations for changes that could improve security

Budget Management

- Prepares annual budget for security for all facilities
- Manages security budget and tracks scheduling and labour costs

After Hours Responsibility

- Manages after hours' phone calls in response to GVHA operation and security requirements and/or emergency call-outs
- Manages after hours' requests in a friendly and timely manner

Security Systems

- Manages security equipment (including cameras, alarm systems, swipe card systems, etc.) for repairs, maintenance and upgrades in collaboration with Western Stevedoring, other Managers and IT System Administrator – Assesses and consolidates to one contractor with one service agreement wherever possible
- Reviews logs and daily reports from Paladin and other security contractors
- Collaborates with Ogden Point Operations team to manage all data tracking systems including but not limited to people tracking systems, RFID, and licence plate recognition programs
- Coordinates and manages all access control mechanisms including: swipe cards, facility access cards and codes. Issues ID cards when required, etc.

Training & Facilitating

- Plans and executes security drills and exercises with Western Stevedoring and other Managers
- Implements security training for persons with or without security responsibilities at facilities as required
- Keeps post orders up to date per facility

Policies & Procedures

- Develops and maintains security policies, protocols and procedures ensuring they are adhered to in accordance with all relevant codes and management practices of GVHA and its tenants
- Reviews security policies and procedures annually and/or when required

Emergency Response/OHS

- Participates and collaborates with internal staff and external stakeholders to develop and update all facility emergency response plans (ERP)
- Engages with stakeholders in EMBC, VHMERCC, EMVic, and all other first responders to inform and present emergency management plans
- Plans and executes Emergency Response drills and exercises with Western Stevedoring and other Managers
- Reviews ERPs annually and/or when required
- Participates on the Occupational Health and Safety Committee
- Conducts and/or assists in Health, Safety & Security accidents and / or incident investigations when necessary

Financial Responsibility

- Overall operational budget accountability for security and emergency preparedness costs
- Signing authority as per Corporate Delegation of Authority Policy

Supervision

- Supervises Ogden Point Security Coordinators and external contracted personnel

Tools/Equipment

- Operates standard office equipment
- Operates personal computer for word processing, spreadsheets, databases, electronic mail, calendar, internet etc.
- Operates security programs including security camera software, POSSCAN systems, and various other card access and ID systems

Working Conditions

- Term-Contract includes full-time hours April to October and part-time hours November to March
- Contract will be reviewed after first year to determine any modifications required
- Flexible days and hours are required including evenings and weekends
- Office and site/field environment as required
- On call after office hours to respond to operation and security requirements and/or emergencies (including evenings, weekends, and special events)
- Physical efforts needed: climbing ladders, lifting or pulling heavy objects
- Some exposure to dirt, oil, noise, wet weather, and cold temperature

Experience and Education

- Licensed security professional (preferred)
- Minimum 5 years' recent, security-related experience in a public or private organization
- Minimum 3 to 5 years of management experience
- Experience compiling and interpreting budgets and statistical data analysis
- Experience developing/preparing a variety of written reports, analysis, forecasting, presentations and other documentation in accordance with directives or regulatory guidelines
- Experience using relevant security technology and equipment (e.g. Vigil, CCTV, etc.)
- Experience in emergency response planning and reporting
- Proficient in MS Office
- First Aid level 1 certification
- Valid BC Class 5 Driver's License
- Must possess or be eligible for Transportation Security Clearance

Knowledge, Skills, and Abilities

- Excellent knowledge of security protocols and procedures
- Working knowledge of Marine Transportation Security regulations and other applicable security regulations
- Working knowledge of commercial and pleasure use marina environments
- Working knowledge of marine: terminology, infrastructure, tourism, customer service
- Thorough knowledge of relevant legislation and regulations including: WHMIS, Canada Labour Code and WorkSafe BC
- Strong analytical, problem solving and organizational skills
- Excellent spoken and written communication skills
- Excellent consultation, facilitation and coaching skills
- Good leadership skills
- Excellent relationship building skills

- Enthusiastic and self-motivated. Works well individually as well as in a team environment.
- Ability to gain/maintain respect and trust from staff, contractors and external stakeholders
- Ability to establish and maintain effective relationships with a variety of individuals with diverse or competing interests or diverse perspectives to meet GVHA objectives
- Ability to adapt to changes in work environment, work assignments, and/or changes in organizational priorities
- Ability to manage multiple projects concurrently
- Ability to provide concise and accurate information verbally and in writing, including reports and correspondence
- Superior judgment and tact in dealing with sensitive issues and confidential information