



Job Profile

Supervisor (Security)

Job Details

Job Title	Supervisor (Security)
Historic Job Title	Security Shift Supervisor
Date Reviewed	2025-06-30
Location	Graaff-Reinet

Position in Organisation

Structural Unit	Corporate Services (Security)
Position Being Evaluated	Supervisor (Security)
Direct Line Manager	Security Operations Supervisor
2nd Line Manager	Security Manager
Direct Subordinates	Security Officer

Position Description

Overall Purpose of the Job

The purpose of the Supervisor (Security) is to oversee the operations of the Security Officers, ensure access control and manage surveillance of the assets of Montego.

Qualifications *(Formal Qualification Required)*

Minimum

- Grade 12 (NQF Level 4)
- PSIRA (Private Security Industry and Regulation Authority) Grade B Certification

Ideal

- None

Legal *(e.g. Driver's License, etc.)*

Minimum

- Driver's License – Code B

Ideal

- Firearms Competency



Training *(On the job training should the current incumbent leave)*

Minimum

- Security Management
- Company Policies, Practices and Systems
- Supervisory Management
- First Aid Course
- Basic Firefighting Course

Experience *(Minimum Experience Required and number of years)*

Minimum

Minimum time spent in job

- | | |
|---|---------|
| • Supervisory or Junior Management experience | 3 years |
| • Security Officer | 3 Years |

KPA / Main Outputs and Responsibilities for this Position

The statements below are intended to describe the general nature and level of work being performed by the incumbent. They are not intended to be an exhaustive list of all the responsibilities and activities required of the position.

KPA / Main Outputs and Responsibilities for this Position	Prepared Description	Weighting / Time Spent
Security Officers Supervision	• Develop and implement the <i>Security Shift Register</i> • Ensure that Security Officers report on time for duty • Inspect Security Officers in terms of uniform and appearance to ensure conformance to the <i>Security Standards of Montego</i> • Post the Security Officers according to the <i>Shift Register</i>: ◦ Gate Control ◦ Control Room ◦ Roaming Guards ◦ Parcel Store Guards ◦ Relieving Guards • Obtain additional Security Officers in case of absenteeism or rework the <i>Shift Register</i> • Continuously survey the operations of the Security Officers • Report on any <i>Security Incidents</i> and record them in the <i>Incident Register</i> • Report on shift activities	30%
People Management	• Manage the attendance and performance of direct reports and monitor adherence to expected standards • Offer guidance and support with the execution of their daily activities and if required, take appropriate disciplinary action • Provide direct reports with opportunities for growth and development through on-the-job training and feedback to perform optimally in their roles • Participate in the selection and appointment of new team members • Conduct regular meetings and promote open and ongoing communication with the team • Approve the leave of direct reports and manage overtime where applicable • Live and demonstrate the Company Culture by regularly communicating and applying the six (6) themes in the workplace	30%



KPA / Main Outputs and Responsibilities for this Position

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Access Control, Surveillance and Operations	• Monitor the <i>Health and Safety (OHS) or Security</i> situation continuously • Perform surveillance from the Security Office and ensure that the site is secure • Report any possible <i>Breaches of Security</i> and implement actions to prevent <i>Security Incidents</i> • Report on <i>Surveillance Actions</i> in the <i>Incident Register</i> • Check the operational functionality of the <i>Security System</i> to ensure all security controls are operating effectively and efficiently. Investigate problems and inform the Security Manager of any discrepancies • Conduct checks on <i>Physical Security Integrity</i> and <i>Security of Premises</i> and assess <i>Risks of Intrusions and Incidences</i> • Provide physical and remote <i>Escort Services</i> on all activities in high-risk areas • Respond to and investigate all <i>Alarm Incidents</i> and capture them in the online <i>Incident Management System</i> • Conduct <i>Post Review</i> to interrogate root cause analysis for the <i>Top 10 Recurring Alarms</i> for actioning and closure • Investigate and take the appropriate lawful action as authorised by <i>Montego Policy on Accidents, Incidents, Trespassing, Suspicious Activities, Safety, and Fire Incidents</i> • Monitor the movement of vehicles, goods, and products within the plant through utilisation of the <i>Artificial Intelligence System</i> • Provide <i>Central Communication Service</i> by receiving and relaying information to relevant parties, using radios and telephones • Record all events through the <i>Reporting System</i> • Program and issue <i>Access Cards</i> and <i>Security Permits</i> to authorised persons through facial recognition and other <i>Security Systems</i> • Provide efficient and effective <i>Customer Service</i> in the area of responsibility • Conduct <i>Footage Analysis</i> on recorded video footage - Top 10 hot processes, hot persons, perspective reported incidents through optimisation of video evidence • Conduct <i>Technical Surveillance</i> • Conduct <i>Real-time Surveillance</i> of plant-wide activities • Document <i>Permit Applications</i> in accordance with relevant <i>Processes and Procedures</i> • Supervise <i>Safe Firearm Storage</i> of visitors and the return of firearms upon exit • Complete <i>Witness Statements</i> for any violations and security concerns, providing video clips for evidence purposes and actioning security data requests from other departments • Restrict access to various sections of the plant through the utilisation of the various <i>Access Control Systems</i> • Operate detecting devices (physical and x-ray searches) to screen individuals and prevent the passage of prohibited articles into and out of Montego • Provide consistent, comprehensive induction to the various stakeholders on <i>Security Policies, Procedures, Regulations, and Processes</i>. • Maintain accurate daily <i>Documented Activities, Dispatch Entries, Incident Reports and Shift Handing Reports</i> • Complete other duties as assigned by the Security Manager	10%
Plant Surveillance	• Monitor the plant for <i>Occupational Safety</i> • Identify and report any breakages to the directly responsible person • Ensure that the breakage is rectified to ensure the safety of staff	10%



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Security Related Support	• Receive and analyse a request to determine the nature and extent of the support to be provided; or • The need for the provision of support is identified during the execution of outputs • Determine the type of support to be provided: ○ Access Control ○ Surveillance ○ First-Aid ○ Occupational Health and Safety (OHS) ○ Queries ○ VIP Arrangements • Provide the necessary support; or • Escalate the request to the relevant role players for support • Ensure that escalated support is completed within the allocated time frame • Provide feedback to the relevant role players • Provide support in accordance with <i>Policies, Procedures and Legal Requirements</i> • Provide support within the allocated time frame	10%
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Competencies (*Skills and Behaviour Attributes*)

Please note: The norm in the industry is to not have more than 7 Skills and Behavioural Attributes per job profile.

Skills

- Interpersonal
- Communication
- Proficient in *MS Office*
- Security Execution
- Supervising
- Coordination

Behavioural Attributes

- Judgement
- Patience
- Multi-tasking
- Firm
- Respect
- Safety Conscious

Knowledge

- *Private Security Legislation and Regulations*
- *Access Control*



Knowledge

- Surveillance
- *Security Industry*
- Security Mechanisms

Special Requirements

- Incumbent is required to work in Shifts, which include working over weekends, public holidays, night shifts and overtime
- The Employee can be required to perform additional tasks over and above the primary tasks for which he/she is employed.
- Duties will be based on your specific skills and capability level and in accordance with operational requirements.
- Operational requirements may require you to carry out work that is to be done without delay and outside of your normal working hours.

Participants

Input Participants

Participant Name	Participant Designation
Dwayne Nel; Neil Victor; Abe Pieterse	Supervisor (Security)
Duncan Ferndale	Security Operation Supervisor
Jacques Ferreira	Security Manager

Completed By

Name	Title
Henry Galloway	Human Resources Manager