



Job Profile

Security Operations Supervisor

Job Details

Job Title	Security Operations Supervisor
Historic Job Title	n/a
Date Reviewed	2025-06-30
Location	Graaff-Reinet

Position in Organisation

Structural Unit	Corporate Services (Security)
Position Being Evaluated	Security Operations Supervisor
Direct Line Manager	Security Manager
2nd Line Manager	Corporate Services Director
Direct Subordinates	n/a

Position Description

Overall Purpose of the Job

The purpose of the Security Operations Supervisor is to oversee the operations of the Supervisors (Security) and the Security Officers across Montego Pet Nutrition. Liaising with the Security Manager to ensure standards are met and optimal performance is maintained.

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



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

Ideal

- Firearm Competency
- First Aid Course
- Basic Fire Fighting Course
- Health and Safety Representative Course

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

Minimum

- Security Management
- Company Policies, Practices and Systems
- Supervisory Management

Experience (Minimum Experience Required and number of years)

Minimum

- Supervisory or Junior Management experience, including Training, Performance Management and Time Management skills
- Security Supervision

Minimum time spent in job

3 years
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
Monitoring of Security Operations	• Oversee the Supervisor (Security)'s implementation of the <i>Security Shift Registers</i> • Inspections of the Supervisor (Security) and Security Officers in terms of uniform and appearance to ensure conformance to the <i>Security Standards of Montego</i> • Conduct <i>Security Audits</i> to evaluate the Supervisor (Security) and Security Officers, ensuring they meet <i>PSIRA (Private Security Industry and Regulation Authority) Standards</i> • Ensure that the Supervisor (Security) and Security Officers conform to the required security <i>Certification Requirements</i> • Monitor Supervisor (Security) and Security Officers' Absenteeism, Leave Applications and Overtime • Monitor the accuracy of the entries on the <i>Incident Master Register</i> • Conduct inspections and investigations into <i>Security Incidents</i> • Offer Supervisors (Security) guidance and support with the execution of their daily activities, and if required, take appropriate Disciplinary Action • Monitor the <i>Occupational Health and Safety (OHS)</i> of the plant • Conduct regular <i>Emergency Drills</i> with Security staff, ensuring that all Security staff are aware of <i>Safety Procedures</i> and know how to act in case of an emergency	40%



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.

	• Monitor compliance to <i>Policies, Procedures and Controls</i> and address any non-compliance • Monitor the <i>Surveillance set-up</i> and <i>Vehicle Tracking</i> in the Control Room and ensure that the site is being effectively monitored • Monitor the Security Officers <i>Patrol System</i> and check if it is being utilised consistently through daily report checks	
Security Co-Ordination	• Conduct <i>one-on-ones</i> with Supervisor (Security), including direct reports, with opportunities for growth and development through <i>On-the-job Training</i> and feedback to perform optimally in their roles • Participate in the selection and appointment of new team members • Take an active part in the <i>Training and Evaluation</i> of new team members • Oversee the operational functionality of the <i>Security System</i> to ensure all <i>Security Controls</i> are operating effectively and efficiently. Investigate problems and inform the Security Manager of any discrepancies • Coordinate <i>Checks</i> on the integrity of physical security and premises, assess risks of intrusions and incidents, organise physical and remote <i>Escort Services</i> in high-risk areas, and oversee investigations to take appropriate lawful actions as authorised by <i>Montego's Policies on Accidents, Incidents, Trespassing, Suspicious Activities, Safety, and Fire Incidents</i> • Program and issue <i>Access</i> to authorised persons on <i>Biometrics</i> and other <i>Security Systems</i> • Program and issue <i>Access</i> to authorised vehicles on <i>Access Control</i> and other <i>Security Systems</i> • Audit <i>Permit Applications</i> in accordance with relevant <i>Processes and Procedures</i> • Daily <i>Package Storage Inspection</i>, ensuring that all recipients have been notified and goods are correctly checked in and out • Co-ordinate and authorise the provision of <i>Surveillance Footage</i> for evidence purposes and actioning <i>Security Data Requests</i> from other departments • Ensure that breakages are reported to the correct department by monitoring and ensuring that <i>Tickets</i> have been logged and acted upon • Ensure accurate daily <i>Documented Activities, Incident Reports</i> and <i>Shift-Handing Reports</i> are performed • Complete other duties as assigned by the Security Manager	50%
Reporting	• Prepare and submit timely and accurate <i>Reports</i> • Provide recommendations to the Security Manager for enhancing <i>Security Policies and Procedures</i> • Ensure timely feedback is given to the relevant role players	10%



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, both written and verbal
- Proficient in *MS Office, Workflow tools, Databases, Data Analytic tools*
- Time management
- Coaching and mentorship
- Coordination

Behavioural Attributes

- Attention to detail
- Patience
- Proactive
- Firm
- Respect
- Inspiring

Knowledge

- *Private Security Legislation and Regulations*
- Security Industry
- Relevant *Legislation and Policies*
- *Security Technology and Systems*
- *Security Management Practices and Trends*

Special Requirements

- 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
Duncan Ferndale	Security Operations Supervisor
Jacques Ferreira	Security Manager

Completed By	
Name	Title
Henry Galloway	Human Resources Manager