

Position Description



Port Protection Officer

Date	November 2025
Purpose of Position	The Port Protection Officer is responsible for providing various security, marine, customer services and safety duties associated with the day to day running of the Gatehouse.
Reports to	Security Manager (PFSO)
Key Relationships	Internal - All team members External - Otago Regional Council (Harbour Master) - Local Authorities (e.g. Police, MNZ, other Emergency Services) - Government Departments (Customs, Ministry for Primary Industries) - All contractors and visitors
Qualifications & Experience	- Demonstrated health and safety experience - Intermediate level of Microsoft Office skills - Administration skills (preferably with a maritime/shipping background) - Demonstrated health and safety experience - PFSO qualification - VHF Radio Operators certificate
Direct Reports	Nil

Core Responsibilities

Health & Safety	- Takes responsibility for own and others safety. - Follow all Port Otago Health and Safety guidelines and procedures. - Reports and escalates Health and Safety issues to Supervisor/Manager (everybody's responsibility in every situation). - Report all incidents, injuries and near misses accurately and in a timely fashion. - Participate in injury management processes and accept first aid when reporting work related pain or discomfort and harm. - Participates in site inductions and on-going health and safety related training programmes. - Ensure strict adherence to safety standards, statutory and legislative requirements & Port Otago policies and procedures.
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	• Comply with work area PPE requirements. • Follow the “Take 5” personal task hazard process. • Responsible for ensuring a safe workplace and adherence to good housekeeping practices. • Attendance & involvement at all team Health and Safety meetings. • Present to work in a fit state free from risk of impairment due to fatigue, drugs & alcohol.
Customer Service	• Represent Port Otago in a positive and professional manner to all parties. • Ensure effective relationships are maintained with customers and other service providers. • Ensure excellent working relations between direct team and other team members. • Greet all visitors and ensure they are checked in and out through the appropriate security procedures. • Be the first point of contact for entry into the Port, both land and water side and ensure individuals have valid reason for entering. • Responsible for issuing and controlling site access cards in accordance with approved site access protocols. • Responsible for induction management of all contractors and visitors.
Process Improvement	• Raise any suggestions for streamlining or safety improvements of systems and/or processes to the Security Manager.
Security Responsibilities	• Responsible for undertaking CCTV surveillance audits and escalating any incidents in a timely manner. • In the absence of Port Otago Reefer Team, responsible for responding to SCADA Alarms – initiate security appropriate response. • Participate in security exercises and security drills. • Support cruise security operations as directed by the Security Manager. • Complete Vault check list at the end of shift. • Prove immediate security response to security incidents.
Inspections and Auditing	• Undertake regular safety / security inspections / audits of the port facilities at Port Chalmers and Dunedin, to ensure that appropriate security measures are maintained including inspections / audits. • Security logs and records to be maintained in accordance with the requirements as set out by the MNZ and Port Security Plan / Audit requirements. • Undertake regular formal workplace safety inspections on the wharves. • Perimeter fences and access points checked and maintained. • Vehicles and packages checked to ensure there are no hazardous or illegal items.

Internal Services Provisions	• Support road vehicle booking system (VBS) users for drivers (kiosk use) and truck company dispatchers. • Monitoring and communicate on VHF radio channels. • Harbour traffic monitoring. • Advise shipping agents on pilotage windows. • Issue shipping orders as required. • Monitoring tug crew and pilot availability. • Ship movement scheduling. • Provide gatehouse to gangway safety shuttle escorting services as required. • Responsible for providing weather forecasts and updates as required to relevant teams and put into effect relevant SOP's and Terminal Wind TARP. • From time to time, you will be required to assist with other tasks or projects as requested by the Security Manager.
Team Contribution	• Develop open honest and respectful working relationships with all team members and members of the wider management group. • Promote a cohesive and inclusive team culture. • Represent Port Otago activities appropriately by providing support and sponsorship of agreed decisions and directions. • Actively promote Port Otago policies of health and safety, quality, and environment. • Actively listen to other people's ideas and contribute positively to team activities. • Be polite and courteous to all team members to maintain a professional environment. • Actively support the Port Otago Values through behaviour & actions.
Personal Development	• Plan developed identifying goals, actions and timelines in conjunction with your manager. • Participates constructively in performance review meetings and demonstrates behaviours which support continuous improvement.

Key Performance Measures

Health & Safety	• All incidents, injuries & Near misses are reported promptly and accurately. • All hazards identified are reported immediately. • Follow policy and procedures to enable a culture of failing safely. • Self-report when there is a risk of impairment from fatigue, or drugs & alcohol.
Teamwork	• Works collaboratively to achieve the common goal. • Shows respect for what others are trying to achieve by actively listening and responding constructively.

	• Develop open and honest working relationship with other team members. • Maintains good working relationships including good co-operation and communication between teams. • Looks for opportunities to help other teams. • Maintains a safe and tidy working environment.
Values	• Acts within the Port of Otago values at all times. • Punctual time keeping for work and scheduled meetings. • Contributes positively to team meetings and Health and Safety meetings.