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## POSITION DESCRIPTION

<b>Position Title:</b>	Team Leader, Operations
<b>Reports to:</b>	Chief Financial Officer
<b>Term of Employment:</b>	Permanent Position (upon completion of 6 months probationary period)

### The Role

The Team Leader, Operations leads the Team of securities, properties and maintenance. The role ensures security of bank premises against illegal entry, fire, theft, vandalism, equipment malfunctions, and medical emergencies by guarding and patrolling the premises during opening and after hours.

A bank vehicle will be allocated to the Operations team leader to undertake monitoring of the main building alarm system, office branches plus other supporting requests from management.

The Team Leader, Operations prepares monitoring reports and documenting all observations and activities in and out of the bank premises. Also, by providing escort in the retrieval and delivery of currency to and from the Bank premises. The role provides security and safety training, support and guidance to all Bank personnel.

### Key Responsibilities

As a Team Leader, Operations, you will be responsible for the following duties:

- Develop a Safety/Security Plan (with an Implementation Plan) for the Bank in the event of an emergency to safeguard employees and customers. (Emergencies includes armed robbery, natural disaster, health/environmental emergency etc.);
- Assess and advise Management on issues that may pose as direct/indirect threats to the Bank and its operations;
- Provide physical security for the Bank during opening and closing hours;
- Provide escorts to Bank personnel during the retrieval of currency from the Bank premises to ATMs and/or from other Branches;
- Liaise directly with Ministry of Police (MOP) on potential criminal activities, including assessing security information that MOP have that may be of interest to the Bank;
- Escort and assist customers and employees from the Bank premises when requested and/or is required;
- Control entry to the bank facilities.
- Investigate any suspicious behavior among the customers to safeguard the financial assets of the Bank;
- Investigate internal and/or external activities that breach security measures and refer these potential threats/breaches to Management for consideration/decision;
- Diffuse situations where a disgruntled customer may become a threat to the Bank employees or customers;
- Enforce safety procedures and strengthen awareness of all staff on the types of security issues that can compromise the operations of the Bank;
- In the case of a robbery, the Team Leader, Operations ensures the safety of customers and employees
- Supervise and lead the Operations team of administration, securities, properties and maintenance of bank premises

## **Core Competencies/Skills and Experience**

### **Knowledge, Skills and Abilities**

- Ability to lead a team of securities, administration and maintenance.
- Be fully trained to handle all kinds of security-related threats that may arise.
- Be able to stay alert, be observant and be able to recognize a threat to the bank's security, as well as be able to report suspicious or criminal behaviour to the police and Bank authorities.
- Be able to recognize routine threats to the safety of customers and employees, such as slippery floors, and other potential hazards.
- Must be friendly to customers and interact well with customers and Bank employees.
- Excellent written and verbal communication skills both in English and Samoan
- Possess a valid driver's license to transport cash or employees.

### **Experience**

- At least five (5) years' experience in the operations, with regard to areas of security, maintenance and administration.

### **Qualification**

- Must have studied Tertiary Education with at least a Certificate in relevant discipline.

### **Remuneration**

- The position offers an attractive remuneration package based on qualification and experience

### **Reporting, Supervision and Performance Evaluation**

- The Team Leader Operations reports to the Chief Financial Officer
- Performance will be monitored and evaluated by the Chief Financial Officer in consultation with the Head of HR.