

Information Pack

SmartWatch Officer

Your application must be lodged online – [City of Rockingham Jobs List](#)

Applications must be received by **4pm, Friday 11 September 2026**.

In the interests of fairness and equity, late applications WILL NOT BE ACCEPTED

Selection criteria apply to this vacancy – refer to the advertisement

You will be required to provide your response to each criterion during the online application process.

“Refer to Resume” is not accepted as a response; your application will be regarded as incomplete and will not proceed.

If you identify as a person with disability and require adjustments throughout the recruitment and selection process, please contact the Recruitment Team via email at jobs@rockingham.wa.gov.au or phone 08 9528 0333. We're happy to discuss options to assist you e.g. we can provide alternate formats for application forms, or alternate methods of applying.

Employment Conditions

Location	Compliance Building, Crompton Road, Rockingham
Agreement	City of Rockingham Industrial Agreement 2024, or its successor
Gross Salary	\$77,854 per annum
Tenure	Permanent, Full Time
Hours of Work	An average of 76 hours per fortnight, worked Monday to Sunday over a weekly rotating roster. Indicative start days and hours of work: Day shift (all days per week) is 11:35am – 8.15pm* Night shift (all days per week) is 7.35pm – 4.15am* *Exclusive of 30-minute unpaid meal break
Superannuation	12% with the option to co-contribute up to 5%
Annual Leave	Five weeks (190 hours) per annum
Sick Leave	76 hours per annum, accrued on a monthly basis
Long Service Leave	13 weeks of long service leave after 10 years of continuous local government service, transferable between all Local Government Authorities in Western Australia
Probationary Period	Three months; may be extended to six months
Integrity assessments that form part of our recruitment process	If your application progresses beyond interview you will be required to: • Provide referee details so we can conduct reference checks; at least one referee must be a current or immediate past supervisor or manager. We do not contact your referees until you give us consent to do so. • Obtain a National Police Check – this is an online process and you will be contacted by our provider. The cost of the check is paid by the City. A prior conviction is not an automatic barrier to employment with the City. The Human Resource Development team and Director will assess each case on merit and give approval for the recruitment process to continue, or not. • Participate in a medical assessment (including a drug and alcohol screen); the cost of this will be met by the City.

Position Description



Title:	SmartWatch Officer
Tenure:	Permanent, Full-time
Division:	Compliance and Emergency Liaison
Level:	3 Industrial Agreement General Classification

RESPECT – our Values Statements

Recognition – We encourage positive feedback, recognising and celebrating each other's contribution and achievements, no matter how small

Ethics – We know the difference between right and wrong, and recognise the importance of honesty and ethical behaviour

Service – We always aim to deliver excellent service to our customers, stakeholders and fellow staff

Professional Development – We commit to learning and training activities that assist our personal and professional development, and create pathways for promotion within the organisation

Empowerment – We make considered and informed decisions supported by training, encouragement and being able to learn from our experiences

Communication – We expect to be kept informed about important issues and we commit to always listening, asking questions and sharing information

Teamwork – We work together both within and across teams, help out whenever we can, and understand that it's not just about 'our team'



Position Objectives

- To provide a consistent safety patrol service in line with service level requirements
 - Provide guidance, assistance and support to community members
 - Deliver concise, accurate and quality reports of all patrols conducted
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Organisational Relationships

Reporting to:	SmartWatch Team Leader
Responsible for:	Nil
Membership of:	Compliance and Emergency Liaison Team
Liaison with:	City of Rockingham teams, local residents, businesses, community groups, emergency services providers

Organisational Chart

Manager Compliance and Emergency Liaison
Coordinator SmartWatch
SmartWatch Team Leaders
SmartWatch Officers

Key Responsibilities

Community Patrols

- Undertake general security street patrol services including foot patrol services where required and attend call outs or incidents as required and dispatched by the SmartWatch Team Leader
- Ensure personal safety when attending incidents and refer any significant problems/issues immediately to the SmartWatch Team Leader and Police where required
- Attend and participate in community events/awareness sessions to promote SmartWatch and community safety in general

Administration

- Complete all reporting requirements, providing concise and accurate details of incidents attended

Customer Service

- Foster, advocate and implement the City's Customer Service Commitment
- Through the delivery of outstanding service, establish a reputation of customer service excellence throughout the organisation

Corporate Compliance

- Maintain safe and compliant work practices in accordance with Work Safety and Health (WHS) legislation, Risk Management, Procurement and Recordkeeping Frameworks and all other relevant Council policies and procedures
- Follow all standard/safe operating procedures for the work area, in a manner that is consistent with the WHS Roles and Responsibilities Framework

General

- Foster, advocate and implement the City's RESPECT Values Statements
- Perform other duties as directed when appropriate to the scope and level of this position

Requirements of the Job

Skills and Knowledge

- Strong customer service skills
- Effective conflict resolution skills
- Strong interpersonal and communication skills; able to engage constructively with community members and provide community safety information
- Effective written communication skills, including the ability to produce accurate, concise and clear reports
- Sound judgment and decision making skills
- Basic computer literacy (Microsoft Office software)

Experience

Essential

- Experience in Security related work

Desirable

- Experience in a community patrol service or similar
- Experience in delivering customer service / community messages

Qualifications, Certifications and Licences

Essential

- Security Officers licence issued under the *Security and Related Activities (Control) Act 1996 (WA)*
- Current Provide First Aid Certificate
- Current 'C' class driver's licence
- Police clearance

Functional Requirements of the Job

Physical Demands	(N) Never: 0% (F) Frequent: 34-66% (SO) SmartWatch Officer			(R) Rare: 1-5% (C) Constant: 67-100% (TL) Team Leader		(O) Occasional: 6-33% (Rep) Repetitive	
Functional Demands	N	R	O	F	C	Rep	Comments
Sitting					X		Required to operate patrol vehicle and complete administrative work in SmartWatch office for both Officer and Team Leader roles
Standing			X				Uneven grass, sand and gravel on roadsides and in parkland. Level bitumen roads and level concrete pathways in the community. Required to stand when performing vehicle checks, traffic control points, during fatigue breaks and at community events.
Walking		X (TL)	X (SO)				SmartWatch officers are required to walk an average of 500m on foot patrols. Rare walking required of Smart Watch Team Leader when on general patrol duties.
Lying	X						
Trunk Flexion		X					Rarely required when performing vehicle pre-start checks, inspecting dumped cars and belongings, administering first aid and assisting people with mobility issues.
Pushing		X					Required to open/close patrol vehicle boot
Pulling		X					Required to open/close patrol vehicle boot and pull hose when washing vehicle

Physical Demands (N) Never: 0% (R) Rare: 1-5% (O) Occasional: 6-33% (F) Frequent: 34-66% (C) Constant: 67-100% (Rep) Repetitive (SO) SmartWatch Officer (TL) Team Leader							
Functional Demands	N	R	O	F	C	Rep	Comments
Crawling	X						
Kneeling/Squatting		X					Required to perform vehicle pre-start checks and attend to first aid and CPR.
Forward Reaching					X		Required to operate patrol vehicle hand controls, perform vehicle pre-start checks, complete general patrol task sheet and computer-based reports, administering to first aid, operate torch and position traffic cones.
Overhead Reaching		X					Required to open/close patrol vehicle boot
Grasp					X		Required for operating vehicle, using UHF radio, carrying traffic cones etc
Fine Motor					X	X	Required for computer and paper-based tasks
Neck Rotation			X (TL)	X (SO)			Required when driving patrol vehicle
Trunk Rotation		X					Required to access/egress vehicle
Climbing		X					As required to access stairs in public spaces and to access/egress vehicle
Foot Movement			X (TL)	X (SO)			Required for pedal use of vehicle
Lifting (Floor to Waist)			X				Rarely required to assist members of the public with mobility issues (40kg individually or more in 2 person lift), portable table (8kg), pamphlet box (5kg), torch (1kg), first aid kit (1kg), collapsible traffic cone (1kg), sharps kit (0.5kg), infection control kit (0.5kg)
Lifting (Waist to Shoulder)			X				Torch (1kg), UHF radio (<0.25kg).
Lifting (Overhead)	X						
Carrying			X				Torch (1kg), first aid kit (1kg), collapsible traffic cone (1kg), sharps kit (0.5kg), infection control kit (0.5kg).
Hand/Arm Vibration	X						
Whole Body Vibration	X						

Scope of Position

- Works under the direct supervision of the SmartWatch Team Leader(s)
- Prioritises own work to ensure all tasks are performed within a satisfactory timeframe
- Exercises initiative and/or judgment within clearly established procedures and guidelines

Certification

Approved by	Manager Compliance and Emergency Liaison	Date reviewed	February 2024
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Submitting Your Application

The following information will assist you in preparing your application. All applications are reviewed by a selection panel which determines the candidates who are the strongest overall match to the requirements of the position. The selection panel will base its decision on the information you provide.

Canvassing of elected members will eliminate you from the recruitment process.

Curriculum Vitae or Resume (Required)

This summarises your work history and should start with the most recent or current position. You should include employment dates (months), details of duties, and highlight your achievements in each job.

You should also include your qualifications and training achievements. Be sure to include any study you are currently undertaking and membership of professional bodies.

It is also beneficial to outline any activities you have undertaken outside of work that are relevant to your application.

Selection Criteria (Required)

The selection criteria relevant to this role are specified in the advertisement and you must address these as part of your application.

If you do not address the selection criteria, your application will be regarded as incomplete and it will not proceed.

Covering Letter (Optional)

You may wish to summarise your application and emphasise your strengths and achievements that are relevant to the role.

Referees

Referees should be contacted for approval before listing them in your curriculum vitae. It is preferable that at least one referee be a current or recent supervisor/manager.

Provide names, work addresses and contact telephone numbers of referees.

Only referees who are able to comment on your work experience (preferably against the Requirements of the Job) should be included.

Qualifications, Certificates, References, etc.

Please do not send original documents. You may attach photocopies of relevant qualifications, certificates, references, etc. to your application.

If you are the successful candidate, we will need to sight original qualifications and/or verify conferral of the qualification.

Some positions require you to have a current Working With Children Check; this will be stated in the **Requirements of the Job** section of the position description. You must pay for the Check, and the City will not reimburse costs.

If you have any queries

Please contact a member of the Human Resource Development Team.

jobs@rockingham.wa.gov.au or by calling 08 9528 0333.
