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| **Classification/Grade/Band** | PSSE Band 1 |
| **ANZSCO Code** | 135199 |
| **PCAT Code** | 2226368 |
| **Date of Approval** | XXXX |

Primary purpose of the role

The Manager Cyber Security is responsible for leading the development and implementation of cyber security strategy, frameworks, policies and guidelines ensuring that the organisation successfully manages its compliance, legal and regulatory obligations.

Key accountabilities

* Lead a team in the development and implementation of cyber security strategy, framework, policies and guidelines, proactively assessing the current security posture for potential weaknesses and defensive gaps in order to ensure cyber safety and ensuring architectural principles are applied during design to reduce risk.
* Govern, monitor, improve compliance with and report against the requirements of NSW Cyber Security Policy, with key focus on ‘crown jewels’.
* Provide expert strategic and technical cyber security advice to influence and convince decision makers in ensuring that Cyber Security strategy, frameworks policies and guidelines are compliant.
* Establish and manage a cyber security advisory practice that provides guidance in ensuring ongoing compliance with TAFE NSW cyber security policies and NSW Government Cyber Security Policy.
* Partner with Technology Management & Support, to provide and share strategic advice and insights to enhance security solutions regarding crisis management and major incident responses across the organisation’s systems, driving adoption and adherence to policy, standards and guidelines.
* Provide governance and assurance in collaboration with Manager Security Operations to ensure TAFE NSW and its outsourced service providers meet TAFE’s compliance, legal and regulatory obligations.
* Oversee rigorous risk assessments to manage, rate and monitor risks related to cyber security, reviewing and updating these risks on a regular basis in order to actively promote a positive risk and compliance culture within the Unit.
* Act as the escalation/resolution point for sensitive/critical security incidents/alerts, which may require a flexible and adaptable approach to working hours and working arrangements to ensure an effective response and resolution of the security issue.
* By example, lead the development of a safe, healthy and inclusive work environment, including implementation and review of appropriate strategies and measures.
* Place the customer at the centre of all decision making.
* Build and develop a high performance team, aligned to the core values of integrity, collaboration, excellence and a customer first attitude, through effective leadership, support and feedback.
* Collaborate with staff to ensure the development and regular review of meaningful individual performance management and development plans that are clearly aligned to strategic objectives and focused to develop the individual.

Key challenges

* Maintaining currency with industry best practice to ensure ICT cyber security solutions are fit for purpose in an environment of increasing security incidents and threats.
* Engaging and influencing stakeholders to ensure cyber security frameworks are implemented and adopted through greater awareness of organisational cyber security.
* Effectively implementing training initiatives regarding highly complex technical issues across a regionally dispersed, complex organisation.

Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Manager | * Receive leadership, direction and advice * Provide expert strategic and technical advice to influence decisions regarding ICT Cyber Security. * To discuss issues, priorities and business strategy and support needs. |
| Work Team | * Provide leadership, direction and advice * Coach and mentor to build professional expertise. |
| Colleagues/other staff | * To provide leadership on ICT Cyber Security and compliance. * Provide advice and direction for projects, systems implementation, policy and procedure issues to ensure alignment with key strategic priorities. * To develop a clear and comprehensive view of the risk posture to help identify and implement appropriate security controls. * Provide information regarding agency and sector wide cyber rules and standards. * Ensure compliance with agency and sector rules and standards. |
| **External** |  |
| NSW Department of Customer Service and Cyber Security Community of Practice | * Participate in NSW Cyber Security Community of Practice to help improve information sharing, reporting and threat intelligence with key stakeholders. * Ensure compliance with NSW Government Cyber Security Policy. |
| Vendors/Service Providers and Consultants | * Provide information regarding agency sector wide rules and standards. * Ensure compliance with agency and sector rules and standards. |

# Role dimensions

## Decision making

* Makes decisions on complex and sensitive issues through the detailed analysis of alternative courses of action and their implications on achieving organisational objectives and strategies.
* Manage functional expenditure and resourcing within relevant policy and delegation frameworks.
* Matters requiring a higher level of approval are referred to the Reporting Line Manager.

## Reporting line

x

## Direct reports

x

## Budget/Expenditure

x

# Capabilities for the role

The [NSW public sector capability framework](https://www.psc.nsw.gov.au/workforce-management/capability-framework/the-capability-framework) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

This role also utilises an occupation specific capability set which contains information from the Skills Framework for the Information Age (SFIA). The capability set is available at [www.psc.nsw.gov.au/capabilityframework/ICT](https://www.psc.nsw.gov.au/workforce-management/capability-framework/occupation-specific-capability-sets/ict-professionals)

The capabilities are separated into **focus capabilities** and **complementary capabilities**.

# Focus capabilities

*Focus capabilities* are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

| **FOCUS CAPABILITIES** | | | |
| --- | --- | --- | --- |
| Capability group/sets | Capability name | Behavioural indicators | Level | |
| Personal Attributes icon | **Display Resilience and Courage**  Be open and honest, prepared to express your views, and willing to accept and commit to change | * Remain composed and calm and act constructively in highly pressured and unpredictable environments * Give frank, honest advice in response to strong contrary views * Accept criticism of own ideas and respond in a thoughtful and considered way * Welcome new challenges and persist in raising and working through novel and difficult issues * Develop effective strategies and show decisiveness in dealing with emotionally charged situations and difficult or controversial issues | Advanced | |
| Relationships icon | **Influence and Negotiate**  Gain consensus and commitment from others, and resolve issues and conflicts | * Negotiate from an informed and credible position * Lead and facilitate productive discussions with staff and stakeholders * Encourage others to talk, share and debate ideas to achieve a consensus * Recognise diverse perspectives and the need for compromise in negotiating mutually agreed outcomes * Influence others with a fair and considered approach and sound arguments * Show sensitivity and understanding in resolving conflicts and differences * Manage challenging relationships with internal and external stakeholders * Anticipate and minimise conflict | Adept | |
| Results icon | **Plan and Prioritise**  Plan to achieve priority outcomes and respond flexibly to changing circumstances | * Understand the links between the business unit, organisation and the whole-of-government agenda * Ensure business plan goals are clear and appropriate and include contingency provisions * Monitor the progress of initiatives and make necessary adjustments * Anticipate and assess the impact of changes, including government policy and economic conditions, on business plans and initiatives and respond appropriately * Consider the implications of a wide range of complex issues and shift business priorities when necessary * Undertake planning to help the organisation transition through change initiatives, and evaluate progress and outcomes to inform future planning | Advanced | |
|  | **Think and Solve Problems**  Think, analyse and consider the broader context to develop practical solutions | * Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues * Work through issues, weigh up alternatives and identify the most effective solutions in collaboration with others * Take account of the wider business context when considering options to resolve issues * Explore a range of possibilities and creative alternatives to contribute to system, process and business improvements * Implement systems and processes that are underpinned by high-quality research and analysis * Look for opportunities to design innovative solutions to meet user needs and service demands * Evaluate the performance and effectiveness of services, policies and programs against clear criteria | Advanced | |
| Business Enablers icon | **Technology**  Understand and use available technologies to maximise efficiencies and effectiveness | * Champion the use of innovative technologies in the workplace * Actively manage risk to ensure compliance with cyber security and acceptable use of technology policies * Keep up to date with emerging technologies and technology trends to understand how their application can support business outcomes * Seek advice from appropriate subject-matter experts on using technologies to achieve business strategies and outcomes * Actively manage risk of breaches to appropriate records, information and knowledge management systems, protocols and policies | Advanced | |
| People Management icon | **Manage and Develop People**  Engage and motivate staff, and develop capability and potential in others | * Define and clearly communicate roles, responsibilities and performance standards to achieve team outcomes * Adjust performance development processes to meet the diverse abilities and needs of individuals and teams * Develop work plans that consider capability, strengths and opportunities for development * Be aware of the influences of bias when managing team members * Seek feedback on own management capabilities and develop strategies to address any gaps * Address and resolve team and individual performance issues, including unsatisfactory performance, in a timely and effective way * Monitor and report on team performance in line with established performance development frameworks | Adept | |

| **Occupation specific focus capability set** | | | |
| --- | --- | --- | --- |
| Capability Set / Skill | Category and Sub-Category | Level Descriptions | Level and Code |
| Information security  Skills Framework for the Information Age logo | Strategy and architecture  Information strategy | * Provides advice and guidance on security strategies to manage identified risks and ensure adoption and adherence to standards. * Obtains and acts on vulnerability information and conducts security risk assessments, business impact analysis and accreditation on complex information systems. * Investigates major breaches of security, and recommends appropriate control improvements. * Contributes to development of information security policy, standards and guidelines. | Level 5  SCTY |
| Specialist advice  Skills Framework for the Information Age logo | Strategy and architecture  Advice and guidance | * Actively maintains recognised expert level knowledge in one or more identifiable specialisms. * Provides definitive and expert advice in their specialist area(s). * Oversees the provision of specialist advice by others, consolidates expertise from multiple sources, including third party experts, to provide coherent advice to further organisational objectives. * Supports and promotes the development and sharing of specialist knowledge within the organisation. | Level 5  TECH |
| Information governance  Skills Framework for the Information Age logo | Strategy and architecture  Information strategy | * Understands the implications of information, both internal and external, that can be mined from business systems and elsewhere. * Makes decisions based on that information, including the need to make changes to the systems. * Reviews new change proposals and provides specialist advice on information and records management, including advice on and promotion of collaborative working and assessment and management of information-related risk. * Creates and maintains an inventory of information assets, which are subject to relevant legislation. * Prepares and reviews the periodic notification of registration details and submits them to the relevant regulatory authorities. * Ensures that formal information access requests and complaints are dealt with according to approved procedures. * Contributes to development of policy, standards, and procedures for compliance with relevant legislation. | Level 5  IRMG |
| Security administration  Skills Framework for the Information Age logo | Delivery and operation  Service operation | * Develops policies, standards, processes, guidelines for ensuring the physical and electronic security of automated systems. * Ensures that the policy and standards for security administration are fit for purpose, current and are correctly implemented. * Reviews new business proposals and provides specialist advice on security issues and implications. | Level 6  SCAD |
| Information assurance  Skills Framework for the Information Age logo | Strategy and architecture  Information strategy | * Develops corporate Information assurance policy, standards and guidelines. * Contributes to the development of organisational strategies that address the evolving business risk and information control requirements. * Drives adoption of and adherence to policies and standards through the provision of expert advice and guidance in order to ensure architectural principles are applied, requirements are defined, and rigorous security testing is applied. * Monitors environmental and market trends and pro-actively assesses impact on business strategies, benefits and risks. | Level 6  INAS |
| Digital forensics  Skills Framework for the Information Age logo | Skills and quality  Quality and conformance | * Conducts investigations to correctly gather, analyse and present the totality of findings including digital evidence to both business and legal audiences. * Collates conclusions and recommendations and presents forensics findings to stakeholders. * Contributes to the development of policies, standards and guidelines. | Level 5 DGFS |

# Complementary capabilities

*Complementary capabilities* are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as ‘not essential’ for this role are not relevant for recruitment purposes however may be relevant for future career development.

| **COMPLEMENTARY CAPABILITIES** | | | |
| --- | --- | --- | --- |
| Capability group/sets | Capability name | Description | Level |
| Personal Attributes icon | Act with Integrity | Be ethical and professional, and uphold and promote the public sector values | Adept |
| Manage Self | Show drive and motivation, an ability to self-reflect and a commitment to learning | Adept |
| Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Adept |
| Relationships icon | Communicate Effectively | Communicate clearly, actively listen to others, and respond with understanding and respect | Adept |
| Commit to Customer Service | Provide customer-focused services in line with public sector and organisational objectives | Advanced |
| Work Collaboratively | Collaborate with others and value their contribution | Advanced |
| Results icon | Deliver Results | Achieve results through the efficient use of resources and a commitment to quality outcomes | Adept |
| Demonstrate Accountability | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Advanced |
| Business Enablers icon | Finance | Understand and apply financial processes to achieve value for money and minimise financial risk | Advanced |
| Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Adept |
| Project Management | Understand and apply effective planning, coordination and control methods | Adept |
| People Management icon | Inspire Direction and Purpose | Communicate goals, priorities and vision, and recognise achievements | Intermediate |
| Optimise Business Outcomes | Manage people and resources effectively to achieve public value | Intermediate |
| Manage Reform and Change | Support, promote and champion change, and assist others to engage with change | Adept |

| Occupation specific complimentary capabilities | | | |
| --- | --- | --- | --- |
| **Capability Set / Skill** | **Category and Sub-category** | **Description** | **Level and Code** | |
| **Incident management**  Skills Framework for the Information Age logo | Delivery and operation  Service operation | The processing and coordination of appropriate and timely responses to incident reports, including channelling requests for help to appropriate functions for resolution, monitoring resolution activity, and keeping clients appraised of progress towards service restoration. | Level 5  USUP | |