

Role Description

Security Intelligence Analyst



Cluster	Transport
Agency	Sydney Trains
Division/Branch/Unit	Operations Delivery Network Operations Security
Location	Alexandria
Role Grade or Band	RC5
Senior Executive Work Level Standards	Not Applicable
Kind of Employment	Permanent Full Time
Role Number	51015430, 50051432
ANZSCO Code	224700
PCAT Code	1226892
Job Code	81000308
Health Assessment Category - Safety	Category 3
Vision	Normal
Hearing	Category 3
Date of Approval	June 2019
Agency Website	www.sydneytrains.nsw.gov.au

Agency overview

Sydney Trains provides train services throughout the Sydney metropolitan area and was established in July 2013. Its vision is to keep Sydney moving by putting the customer at the centre of everything it does and delivering safe, reliable and clean rail services to the people of Sydney. The organisation is focused on providing sustainable, efficient and cost effective services.

Primary purpose of the role

The Security Intelligence Analyst focuses on analysis of the security reporting & reliability systems and the preparation of all required regular and specific reports to management, key stakeholders and other areas of the Security Unit. The role develops and presents value-added information to inform the efficient and effective deployment of resources to reduce crime, anti-social behaviour and other aspects affecting the safety, performance and reliability of the fleet. This role will examine emerging trends and inform the development of strategies and the deployment of operational resources.

Key accountabilities

- Analyse and report on criminal intelligence and security incident data in an efficient and effective manner to optimise decision making and resource allocation.
- Develop and maintain reporting systems and identify other internal and external sources of relevant and useful information. Maintain the integrity and quality of the criminal and security information received and stored on Security Incident databases.
- Examine current and emerging criminal and anti-social trends in a general sense and in the context of specific occurrences, locations, times and events.

- Develop and deliver security information briefings and security risk profiles for Sydney Trains stations, installations, infrastructure and services.
- Produce accurate and timely value added security information analytical reports (strategic, operational and tactical) as required (daily, weekly, monthly and annually) to identify existing and emerging patterns of activity with respect to criminal or anti-social behaviour associated with the Sydney Trains network and recommend countermeasures.
- Provide timely and accurate daily reporting in relation to security incidents to senior management of Sydney Trains and approved internal and external stakeholders, as directed.
- Live the NSW Public Sector and organisational values to achieve outstanding outcomes for the organisation and customers.
- Execute safety responsibilities, authorities and accountabilities consistent with Sydney Trains Safety Management System requirements, which are defined in SMS document number SMS-02-RG-3058.

Key challenges

- Working to tight and strict deadlines in order to provide criminal intelligence and security information data.
- Ensuring that security information, analysis and reporting systems comprehensively address business needs given the breadth of issues to be addressed and the complex and dynamic operating environment.

Key relationships

Who	Why
Internal	
Security Management Team	<ul style="list-style-type: none"> • Escalate issues, keep informed, advise and receive instructions • Provide regular updates on key issues and priorities • Prepare reports, memoranda and correspondence to meet the needs of the Minister, Chief Executive and Executive Group • Work cooperatively within the team, exchange information and assist other team members to achieve team objectives and work outcomes
Sydney Trains Senior Managers, Customer Service & Operations Managers, Project / Program Managers Corporate Communications and Media	<ul style="list-style-type: none"> • Build and maintain strong linkages within Sydney Trains and NSW TrainLink to encourage incident reporting and the use of value-added information reports to improve the security of customers and staff • Identify and address business needs of Executive Management offices and discuss options, organise meetings and conferences and carry out actions as required
External	
TfNSW and other Transport Operating Agencies	<ul style="list-style-type: none"> • Develop strong across business relationships to encourage incident reporting and the use of value-added information reports to improve the security of customers and staff
External Rail Service providers, Security Organisations, ONRSR Other Government agencies, Emergency Services, NSW Police, Dept of Attorney General and Justice, private sector agencies	<ul style="list-style-type: none"> • Build collaborative relationships and support intelligence collection

Role dimensions

Decision Making:

The position is fully accountable for the formulation of advice and coordination across all operational objectives.

Independent decision making requirements of the position include:

- Contract Security Management (Sydney Trains/NSW TrainLink).

Collaborative decision making requirements of the position include:

- Contract Security Incident Response (Sydney Trains/NSW TrainLink).
- Day of Security Operations.
- Police Operations.

Reporting line:

This role reports directly to the Manager Security Operations.

Direct Reports:

Nil.

Budget/Expenditure:

Nil.

Essential Requirements





- Successful completion of a recognised Intelligence Analysis course or other tertiary qualifications in a relevant field.
- Proven research and analytical skills preferably with security and risk management experience in a customer service environment.
- Knowledge and understanding of State and Commonwealth privacy laws.
- Maintain a National Security Clearance.

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Adept
	Act with Integrity	Adept
	Manage Self	Intermediate
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Adept
	Plan and Prioritise	Adept
	Think and Solve Problems	Adept
	Demonstrate Accountability	Adept
 Business Enablers	Finance	Adept
	Technology	Advanced
	Procurement and Contract Management	Intermediate
	Project Management	Intermediate

Focus capabilities

The behavioural indicators provide examples of the types of behaviour that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Act with Integrity	Adept	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way and encourage others to do so • Demonstrate professionalism to support a culture of integrity within the team/unit • Set an example for others to follow and identify and explain ethical issues • Ensure that others understand the legislation and policy framework within which they operate • Act to prevent and report misconduct, illegal and inappropriate behaviour
Relationships Communicate Effectively	Adept	<ul style="list-style-type: none"> • Tailor communication to the audience • Clearly explain complex concepts and arguments to individuals and groups • Monitor own and others' non-verbal cues and adapt where necessary • Create opportunities for others to be heard • Actively listen to others and clarify own understanding • Write fluently in a range of styles and formats
Relationships Commit to Customer Service	Adept	<ul style="list-style-type: none"> • Take responsibility for delivering high quality customer-focused services • Understand customer perspectives and ensure responsiveness to their needs • Identify customer service needs and implement solutions • Find opportunities to co-operate with internal and external parties to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant stakeholders within the community
Relationships Work Collaboratively	Adept	<ul style="list-style-type: none"> • Encourage a culture of recognising the value of collaboration • Build co-operation and overcome barriers to information sharing and communication across teams/units • Share lessons learned across teams/units • Identify opportunities to work collaboratively with other teams/units to solve issues and develop better processes and approaches to work
Results Deliver Results	Adept	<ul style="list-style-type: none"> • Take responsibility for delivering on intended outcomes • Make sure team/unit staff understand expected goals and acknowledge success • Identify resource needs and ensure goals are achieved within budget and deadlines • Identify changed priorities and ensure allocation of resources meets new business needs • Ensure financial implications of changed priorities are explicit

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> and budgeted for • Use own expertise and seek others' expertise to achieve work outcomes
Results Think and Solve Problems	Adept	<ul style="list-style-type: none"> • Research and analyse information, identify interrelationships and make recommendations based on relevant evidence • Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of options • Participate in and contribute to team/unit initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness
Results Demonstrate Accountability	Adept	<ul style="list-style-type: none"> • Assess work outcomes and identify and share learnings to inform future actions • Ensure that actions of self and others are focused on achieving organisational outcomes • Exercise delegations responsibly • Understand and apply high standards of financial probity with public monies and other resources • Identify and implement safe work practices, taking a systematic risk management approach to ensure health and safety of self and others • Conduct and report on quality control audits • Identify risks to successful achievement of goals, and take appropriate steps to mitigate those risks
Business Enablers Technology	Advanced	<ul style="list-style-type: none"> • Show commitment to the use of existing and deployment of appropriate new technologies in the workplace • Implement appropriate controls to ensure compliance with information and communications security and use policies • Maintain a level of currency regarding emerging technologies and how they might be applied to support business outcomes • Seek advice from appropriate technical experts to leverage information, communication and other technologies to achieve business outcomes • Implement and monitor appropriate records, information and knowledge management systems protocols, and policies