

## CYBER SECURITY TRAINING AND AWARENESS OFFICER

BRANCH/UNIT	Systems Group		
TEAM	Security		
LOCATION	Negotiable		
CLASSIFICATION/GRADE/BAND	TAFE Worker Level 8		
POSITION NO.	TBA		
ANZSCO CODE	313112	PCAT CODE	1226367
TAFE Website	<a href="http://www.tafensw.edu.au">www.tafensw.edu.au</a>		

### 1. ORGANISATIONAL ENVIRONMENT

TAFE NSW's purpose is to skill the workforce of the future. It is Australia's leading provider of vocational education and training with over 500,000 annual enrolments and a proud history for setting the benchmark for quality service. As the NSW public provider, it supports the NSW Government's priority to grow skills for the economy and jobs of tomorrow. Critically, TAFE NSW plays a vital role in providing vocational education in rural and regional NSW, and job training pathways for the most vulnerable in the community.

TAFE NSW offers the best of campus-based delivery as well as flexible, online and work-based learning. The TAFE NSW values of Customer First, Collaboration, Integrity and Excellence guide our team in strengthening communities, delivering world-class training for our students and producing job ready graduates for employers. The operating environment for TAFE NSW is dynamic as we leverage our scale, expertise, passion and reputation to meet the rapidly changing VET landscape.

TAFE NSW is committed to its students and customers and the role it plays in changing lives and opening up opportunities through learning.

### 2. POSITION PURPOSE

The Cyber Security Training and Awareness Officer is responsible for supporting staff communications, cyber awareness campaigns, events, formal & informal training, site visits and key stakeholders.

### 3. KEY ACCOUNTABILITIES

1. Create cyber security awareness & training materials and communications to ensure all employees, contractors and outsourced Systems Group service providers are aware of imminent threats and personal cyber security responsibilities.
2. Track staff training & awareness completions and develop data-driven approaches to emerging threats.
3. Develop and monitor a data-driven framework that can effectively measure, evaluate cyber security awareness, and cyber safe behaviours, changes, and improvements.
4. Track risks related to cyber safe behaviours across TAFE NSW and develop effective remediations.
5. Research Cyber Security trends and share with the Cyber Security Awareness Lead to support informed decision making and planning.
6. Source and administer Cyber Security training programs for targeted Subject Matter Experts.
7. Build relationships with external training vendors regarding course and certification offerings and enrolments.
8. Conduct, administer and report on cyber security simulation activities such as phishing simulations.
9. Analyse data from security related incidents to identify opportunities for improving cyber security behaviours.
10. Participate in procurement activities, support evaluations of tender responses and make recommendations on tender bids.
11. Liaise and collaborate with corporate communications teams, People and Safety, Learning & Development and Cyber Security NSW to continually improve cyber security culture and behaviours at TAFE.
12. Reflect TAFE NSW's values in the way you work and abide by policies and procedures to ensure a safe, healthy, and inclusive work environment.
13. Place the customer at the centre of all decision making.
14. Work with the Line Manager to develop and review meaningful performance management and development plans.

### 4. KEY CHALLENGES

- Identifying opportunities to create value and resolve issues across a diverse client base.
- Supporting the implementation of training initiatives across a regionally dispersed, complex organisation.

### 5. KEY RELATIONSHIPS

WHO	WHY
<b>Internal</b>	
Cyber Security Lead	<ul style="list-style-type: none"> <li>• Receive leadership, direction and support.</li> <li>• Provide administrative, data and reporting support</li> </ul>
Key stakeholders	<ul style="list-style-type: none"> <li>• Receive requests, provide sound advice and coordinate support activities.</li> </ul>
Security Teams	<ul style="list-style-type: none"> <li>• Work collaboratively with, monitor milestones, locate, manage and coordinate interdependencies and provide recommendations and continuous improvement to the cyber security awareness program</li> </ul>

### External

NSW Department of Customer Service and Cyber Security Community of Practice	<ul style="list-style-type: none"><li>Support TAFE NSW's active participation in NSW Cyber Security Community of Practice to help influence NSW Government- wide cyber security plan and improve engagement with other government agencies.</li></ul>
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## 6. POSITION DIMENSIONS

**Reporting Line:** Cyber Security Lead

**Direct Reports:** Nil

**Indirect Reports:** Nil

**Financial delegation:** TBA

**Budget/Expenditure:** TBA

**Decision Making:**

- Makes decisions, using good judgment, expertise and knowledge, under limited guidance from more senior staff, on tasks/assignments with considerable complexity and sensitivity.
- Matters requiring a higher level of approval are referred to the Reporting Line Manager.

## 7. ESSENTIAL REQUIREMENTS

- Diploma, Advanced Diploma or Associate Degree in a relevant discipline or equivalent skills, knowledge and experience.
- Ability to address and meet focus capabilities as stated in the Position Description.
- Experience working within a cyber security environment, including working within cyber security awareness in a large geographically, dispersed organisation.





## 8. CAPABILITIES

### NSW Public Sector Capability Framework

Below is the full list of capabilities and the level required for this role as per the [NSW Public Sector Capability Framework](#). The capabilities **in bold** are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

Capability levels are as follows and reflect a progressive increase in complexity and skill:

Foundational > Intermediate > Adept > Advanced > Highly Advanced

CAPABILITY GROUP	NAME	LEVEL
	<b>Display Resilience &amp; Courage</b>	<b>Adept</b>
	Act with Integrity	Intermediate
	Manage Self	Adept
	Value Diversity	Intermediate
	<b>Communicate Effectively</b>	<b>Adept</b>
	Commit to Customer Service	Intermediate
	<b>Work Collaboratively</b>	<b>Adept</b>
	Influence and Negotiate	Intermediate
	<b>Deliver Results</b>	<b>Adept</b>
	<b>Plan And Prioritise</b>	<b>Adept</b>
	<b>Think and Solve Problems</b>	Intermediate
	Demonstrate Accountability	Adept
	Finance	Foundational
	<b>Technology</b>	<b>Intermediate</b>
	Procurement and Contract Management	Foundational
	Project Management	Intermediate

**Occupation / profession specific capabilities**

Capability Set	Category, Sub-category and Skill	Level and Code
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Skills and Quality Learning design and development

Level 3 - TMCR

Relationship and engagement, stakeholder Management, Customer service support

Level 3 -CSMG

**FOCUS CAPABILITIES**

The focus capabilities for the Cyber Security Training and Awareness Officer are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the position’s key accountabilities.

**NSW Public Sector Focus Capabilities**

**NSW Public Sector Capability Framework**

Group and Capability	Level	Behavioural Indicators
<b>Personal Attributes</b> Display Resilience and Courage	Adept	<ul style="list-style-type: none"> <li>Be flexible and adaptable and respond quickly when situations change</li> <li>Offer own opinion and raise challenging issues</li> <li>Listen when ideas are challenged and respond appropriately</li> <li>Work through challenges</li> <li>Remain calm and focused in challenging situations</li> </ul>
<b>Relationships</b> Communicate Effectively	Adept	<ul style="list-style-type: none"> <li>Tailor communication to diverse audiences</li> <li>Clearly explain complex concepts and arguments to individuals and groups</li> </ul>

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NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> <li>• Create opportunities for others to be heard, listen attentively and encourage them to express their views</li> <li>• Share information across teams and units to enable informed decision making</li> <li>• Write fluently in plain English and in a range of styles and formats</li> <li>• Use contemporary communication channels to share information, engage and interact with diverse audiences</li> </ul>
<b>Relationships</b>		
Work Collaboratively	Adept	<ul style="list-style-type: none"> <li>• Build a supportive and cooperative team environment</li> <li>• Share information and learning across teams</li> <li>• Acknowledge outcomes that were achieved by effective collaboration</li> <li>• Engage other teams and units to share information and jointly solve issues and problems</li> <li>• Support others in challenging situations</li> <li>• Use collaboration tools, including digital technologies, to work with others</li> </ul>
<b>Results</b>		
Deliver Results	Adept	<ul style="list-style-type: none"> <li>• Seek and apply specialist advice when required</li> <li>• Complete work tasks within set budgets, timeframes and standards</li> <li>• Take the initiative to progress and deliver own work and that of the team or unit</li> <li>• Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals</li> <li>• Identify any barriers to achieving results and resolve these where possible</li> <li>• Proactively change or adjust plans when needed.</li> </ul>
<b>Results</b>		
Plan and Prioritise	Adept	<ul style="list-style-type: none"> <li>• Consider the future aims and goals of the team, unit and organisation when prioritising own and others' work</li> <li>• Initiate, prioritise, consult on and develop team and unit goals, strategies and plans</li> <li>• Anticipate and assess the impact of changes, including government policy and economic conditions, on team and unit objectives and initiate appropriate responses</li> <li>• Ensure current work plans and activities support and are consistent with organisational change initiatives</li> <li>• Evaluate outcomes and adjust future plans accordingly</li> </ul>
<b>Business Enablers</b>		
Technology	Intermediate	<ul style="list-style-type: none"> <li>• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks</li> <li>• Use available technology to improve individual performance and effectiveness</li> <li>• Make effective use of records, information and knowledge management functions and systems</li> <li>• Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies</li> </ul>

Occupation specific capability set (Skills Framework for the Information Age – SFIA)		
Category and Sub-Category	Level and Code	Level Descriptions
Skills and Quality Skills Management	Level 3 TMCR	Designs, creates, develops, customises and maintains learning materials and resources to deliver agreed outcomes, and meet accreditation requirements if appropriate. Contributes to the design, configuration and testing of learning environments, including creation of simulated data, and replication of external systems, interfaces and assessment systems
Relationship and engagement, Stakeholder management	Level 3-CSMG	Acts as the routine contact point, receiving and handling requests for support. Responds to a broad range of service requests for support by providing information to fulfill requests or enable resolution. Provides first line investigation and diagnosis and promptly allocates unresolved issues as appropriate. Assists with the development of standards, and applies these to track, monitor, report, resolve or escalate issues. Contributes to creation of support documentation