Role Description
Manager, Security Operations Governance – ICT

Cluster	Customer Service
Department/Agency	Department of Customer Service
Division/Branch/Unit	Corporate Services/Information Communication and Technology/Security and Risk
Classification/Grade/Band	Clerk Grade 11/12
ANZSCO Code	135199
PCAT Code	1226368
Date of Approval	July 2020

Primary purpose of the role

Responsible for managing the governance of security services delivered to the organisation and establishing quality assurance processes to ensure Information Communication Technology (ICT) security services are delivered within pre-defined cyber risk and maturity levels.

Key accountabilities

- Develop, implement and monitor reporting mechanisms inclusive of metrics and progress report updates for mitigation strategies and cyber initiatives
- Provide expert advice to senior and executive internal stakeholders on the cyber security capability maturity journey to meet performance metrics and achieve alignment with business priorities
- Manage and lead the governance of security operations attestation services to support compliance and highlight areas of exposure.
- Monitor and review compliance with risk management strategies and practices to ensure security services are delivered and consumed within agreed service capability levels.
- Identify opportunities to strengthen the organisation's control environments through control enhancement, integration, automation and simplification to reduce security breaches/threats
- Liaise with various audit, compliance, and risk management groups to coordinate Audits and also track and report new, current and outstanding issues
- Maintain awareness of relevant issues, policy obligations, insights, challenges, industry trends and practices and opportunities in order to identify, pursue, evaluate, recommend and deliver innovative solutions that optimise outcomes and contribute to a best practice governance function in line with organisational and government priorities

Key challenges

- Managing complex and competing demands with multiple stakeholders and government initiatives across the organisation whilst meeting organisational expectations
- Actively developing effective working relationships with key customers and stakeholders, and gaining support for proposed projects, given tight timeframes and potentially competing priorities
  Managing security operations service providers and ensure information privacy and confidentiality responsibilities and obligations are understood and met across a complex customer environment.

Key relationships

Who	Why
Internal	
Manager	- Escalate issues, keep informed, advise, receive guidance and instructions - Report on compliance metrics and suggest potential improvements - Participate in discussions and decisions regarding information
Direct Reports (if applicable)	- Inspire and motivate, provide direction and manage performance - Provide clarity around strategic direction and goals, inspire performance driven team culture, and evaluate outcomes and achievements - Provide own perspective and share information
Work team	- Inspire and motivate team, provide direction and manage performance - Guide, support, coach and mentor team members - Review the work and proposals of team members - Encourage team to work collaboratively to contribute to achieving the team's business outcomes
Clients/customers	- Manage expectations, resolve and provide solutions to issues - Provide customer-centred approach to service delivery - Communicate costing models for ICT services - Report on performance metrics agreed in service level
External	
Suppliers	- Escalate issues to address current and potential problems. - Review Service Level Agreements and key performance indicators

Role dimensions

Decision making

This role has autonomy and makes decisions that are under their direct control as directed by their Executive. It refers to the Executive decisions that require significant change to program outcomes or timeframes or are likely to escalate. This role is fully accountable for the delivery of work assignments on time and to expectations in terms of quality, deliverables and outcomes. This role submits reports, business cases and other forms of written advice with minimal input from the Director.

Reporting Line

Director

Direct reports

This role may have various direct reports

Budget/Expenditure

As per the Customer Service Delegations

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Essential requirements

Relevant Qualifications and/or experience

Capabilities for the role

The [NSW public sector 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.

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.

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Personal Attributes Display Resilience and Courage	Adept	• Be flexible, show initiative and respond quickly when situations change • Give frank and honest feedback/advice • Listen when ideas are challenged, seek to understand the nature of the criticism and respond constructively • Raise and work through challenging issues and seek alternatives • Keep control of own emotions and stay calm under pressure and in challenging situations
Relationships Communicate Effectively	Advanced	• Present with credibility, engage varied audiences and test levels of understanding • Translate technical and complex information concisely for diverse audiences • Create opportunities for others to contribute to discussion and debate • Actively listen and encourage others to contribute inputs • Adjust style and approach to optimise outcomes • Write fluently and persuasively in a range of styles and formats
Relationships Commit to Customer Service	Advanced	• Promote a culture of quality customer service in the organisation • Initiate and develop partnerships with customers to define and evaluate service performance outcomes • Promote and manage alliances within the organisation and across the public, private and community sectors • Liaise with senior stakeholders on key issues and provide expert and influential advice

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NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
		• Identify and incorporate the interests and needs of customers in business process design • Ensure that the organisation's systems, processes, policies and programs respond to customer needs
Results Deliver Results	Adept	• 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 and budgeted for • Use own expertise and seek others' expertise to achieve work outcomes
Business Enablers Technology	Adept	• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks • Identify opportunities to use a broad range of communications technologies to deliver effective messages • Understand, act on and monitor compliance with information and communications security and use policies • Identify ways to leverage the value of technology to achieve team/unit outcomes, using the existing technology of the business • Support compliance with the records, information and knowledge management requirements of the organisation
People Management Manage and Develop People	Adept	• Define and clearly communicate roles and responsibilities to achieve team/unit outcomes • Negotiate clear performance standards and monitor progress • Develop team/unit plans that take into account team capability, strengths and opportunities for development • Provide regular constructive feedback to build on strengths and achieve results • Address and resolve team and individual performance issues, including unsatisfactory performance in a timely and effective way • Monitor and report on performance of team in line with established performance development frameworks

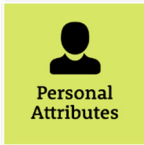|			
SFIA	**Strategy and Architecture-Information Strategy-Information Assurance** The protection of integrity, availability, authenticity, non-repudiation and confidentiality of information and data in storage and in transit. The management of risk in a pragmatic and cost-effective manner to ensure stakeholder confidence**.**	• 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**
	Strategy and Architecture-Information Strategy-Information Security The selection, design, justification, implementation and operation of controls and management strategies to maintain the security, confidentiality, integrity, availability, accountability and relevant compliance of information systems with legislation, regulation and relevant standards	• Develops and communicates corporate information security policy, standards and guidelines. • Contributes to the development of organisational strategies that address information control requirements. Identifies and monitors environmental and market trends and pro-actively assesses impact on business strategies, benefits and risks. • Leads the provision of authoritative advice and guidance on the requirements for security controls in collaboration with experts in other functions such as legal, technical support. • Ensures architectural principles are applied during design to reduce risk and drives adoption and adherence to policy, standards and guidelines.	**Level 6 - SCTY**
	Strategy & Architecture Business Strategy & Planning-Business Risk Management The planning and implementation of organisation wide processes and procedures for the management of risk to the success or integrity of the business, especially those arising from the use of information technology, reduction or non-availability of energy supply or inappropriate	• Plans and manages the implementation of organisation-wide processes and procedures, tools and techniques for the identification, assessment, and management of risk inherent in the operation of business processes and of potential risks arising from planned IT enabled change.	**Level 6- BURM**

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	disposal of materials, hardware or data		

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	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	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Adept
Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Adept
	Work Collaboratively	Collaborate with others and value their contribution	Advanced
Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Adept
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Adept
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Adept
Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Adept
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Adept
	Project Management	Understand and apply effective planning, coordination and control methods	Intermediate
People Management	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	Intermediate