CYBER SECURITY TRAINING AND AWARENESS OFFICER

BRANCH/UNIT	Systems Group
TEAM	Security
LOCATION	Negotiable
CLASSIFICATION/GRADE/BAND	TAFE Worker Level 6
POSITION NO.	TBA
ANZSCO CODE	313112 PCAT CODE 1226367
TAFE Website	www.tafensw.edu.au

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.

Last Updated: August 2020
Owner: TAFE NSW – Systems Group

Version 2

Disclaimer: Printed copies of this document are regarded as uncontrolled.

Page 1 of 6

3. KEY ACCOUNTABILITIES

1. Provide administrative support in the development of cyber security awareness training materials and communications to ensure all employees, contractors and outsourced Systems Group service providers are aware of imminent threats.
2. Support the implementation of training initiatives for all employees, contractors and outsourced Systems Group service providers.
3. Maintain a metrics framework that can effectively measure and evaluate cyber security awareness and cyber safe behaviours changes and improvements.
4. Document and track risks related to cyber safe behaviours and, update these risks on a regular basis in order to support a positive risk and compliance culture within the Unit.
5. Gather, collate and provide background information for the Cyber Security Awareness Lead to support informed decision making and planning.
6. Liaise and collaborate with corporate communications teams, People and Safety, Learning & Development and Cyber Security NSW to continually improve cyber security culture and behaviors at TAFE.
7. 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.
8. Place the customer at the centre of all decision making.
9. 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
Internal	
Cyber Security Awareness Lead	- Receive leadership, direction and support. - Provide administrative, data and reporting support
Key stakeholders	Receive requests, provide sound advice and coordinate support activities.
Security Teams	Work collaboratively with, monitor milestones, locate, manage and coordinate interdependencies and provide recommendations and continuous improvement to the cyber security awareness program

TAFENSW.EDU.AU

External

NSW Department of Customer Service and Cyber Security Community of Practice	• 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.

6. POSITION DIMENSIONS

Reporting Line: Cyber Security Awareness 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

1. Diploma, Advanced Diploma or Associate Degree in a relevant discipline or equivalent skills, knowledge and experience.
2. Ability to address and meet focus capabilities as stated in the Position Description.
3. 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

TAFENSW.EDU.AU

CAPABILITY GROUP	NAME	LEVEL
Personal Attributes	**Display Resilience & Courage**	**Intermediate**
	Act with Integrity	Foundational
	Manage Self	Adept
	Value Diversity	Foundational
Relationships	**Communicate Effectively**	**Adept**
	Commit to Customer Service	Intermediate
	Work Collaboratively	**Intermediate**
	Influence and Negotiate	Foundational
Results	**Deliver Results**	**Intermediate**
	Plan And Prioritise	**Adept**
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
Business Enablers	Finance	Foundational
	Technology	**Intermediate**
	Procurement and Contract Management	Intermediate
	Project Management	Foundational

Occupation / profession specific capabilities		
Capability Set	**Category, Sub-category and Skill**	**Level and Code**
SFIA	**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**
Personal Attributes Display Resilience and Courage	Intermediate	• Be flexible and adaptable and respond quickly when situations change • Offer own opinion and raise challenging issues • Listen when ideas are challenged and respond appropriately • Work through challenges • Remain calm and focused in challenging situations
Relationships Communicate Effectively	Adept	• Tailor communication to diverse audiences • Clearly explain complex concepts and arguments to individuals and groups

TAFENSW.EDU.AU

Last Updated: August 2020   Version 2   Page 4 of 6
Owner: TAFE NSW – Systems Group   Disclaimer: Printed copies of this document are regarded as uncontrolled.

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
		• Create opportunities for others to be heard, listen attentively and encourage them to express their views • Share information across teams and units to enable informed decision making • Write fluently in plain English and in a range of styles and formats • Use contemporary communication channels to share information, engage and interact with diverse audiences
Relationships Work Collaboratively	Intermediate	• Build a supportive and cooperative team environment • Share information and learning across teams • Acknowledge outcomes that were achieved by effective collaboration • Engage other teams and units to share information and jointly solve issues and problems • Support others in challenging situations • Use collaboration tools, including digital technologies, to work with others
Results Deliver Results	Intermediate	• Seek and apply specialist advice when required • Complete work tasks within set budgets, timeframes and standards • Take the initiative to progress and deliver own work and that of the team or unit • Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals • Identify any barriers to achieving results and resolve these where possible • Proactively change or adjust plans when needed.
Results Plan and Prioritise	Adept	• Consider the future aims and goals of the team, unit and organisation when prioritising own and others' work • Initiate, prioritise, consult on and develop team and unit goals, strategies and plans • Anticipate and assess the impact of changes, including government policy and economic conditions, on team and unit objectives and initiate appropriate responses • Ensure current work plans and activities support and are consistent with organisational change initiatives • Evaluate outcomes and adjust future plans accordingly
Business Enablers Technology	Intermediate	• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks • Use available technology to improve individual performance and effectiveness • Make effective use of records, information and knowledge management functions and systems • Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies

TAFENSW.EDU.AU

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

TAFENSW.EDU.AU

Last Updated: August 2020	Version 2	Page 6 of 6
Owner: TAFE NSW – Systems Group	Disclaimer: Printed copies of this document are regarded as uncontrolled.	