Role Description
Manager, Information Security Risk & Governance

Agency	NSW Electoral Commission
Division/Branch/Unit	Information Services, Information Security Unit
Location	Sydney, NSW
Classification/Grade/Band	Clerk Grade 11/12
Date of Approval	09 September 2016 (reviewed May 2021)
Agency Website	elections.nsw.gov.au
Position Code	P00075

Agency overview

The New South Wales Electoral Commission exists to deliver trusted and independent systems, processes, oversight and engagement that support democracy in New South Wales.

Our vision is to maintain confidence in the integrity of the democratic process and make it easy for people to understand and participate.

Our work includes:

- o running elections;
- o communicating with and engaging the public;
- o providing trusted processes for political participants (including candidates, parties, donors, third-party campaigners and lobbyists) to comply with their legal obligations, and regulating their compliance;
- o supporting transparency by overseeing and publishing disclosures of political donations and expenditure and registers of political parties, candidates, agents, third-party campaigners and political lobbyists;
- o advising on and advocating for improvements to legislation; and
- o investigating possible offences and enforcing electoral laws.

The NSWEC staff agency is headed by the NSW Electoral Commissioner, who also sits on the three-member NSW Electoral Commission, which enforces electoral legislation.

Our four Divisions - Elections, Funding Disclosure and Compliance, Information Services and Corporate - collaborate closely, to enable us to deliver end-to-end democratic processes and effective engagement with our stakeholders and audiences.

Our strong and positive working culture is reflected in our organisational behaviours - Collaborative, Customer-centred; Solution focused, Transparent and Responsive - and anchored in the NSW Public Service values of Integrity, Trust, Service and Accountability.

Primary purpose of the role

The Manager, Information Security Risk & Governance leads the development and implementation of information security frameworks, policies and processes in line with NSW Government and Industry standards.

Key accountabilities

- Develop, implement, manage and enhance Information & ICT security and risk policies, processes and reporting mechanisms to ensure compliance with NSW Government policies and relevant Industry standards and guidelines.
- Proactively identify, communicate and resolve security risks and breaches to ensure the Agency's assets and information are appropriately secured at all times.
- Define and develop Security Architecture framework and associated standards.
- Manage the Supplier Management framework by defining, managing and communicating Third Party risks to the Organisation.
- Define, implement and manage plans and strategies for enhancing Cyber Security Culture in the Organisation in line with Corporate Communications strategy.
- Engage with key internal stakeholders to facilitate compliance and ensure that security and risk practices reflect both business and Government requirements.
- Provide technical advice, analysis, options and recommendations to the Director based on a detailed understanding of emerging technology, risk and the needs of the business.
- Manage the day-to-day operations of the Information Security & Risk team to build capability, establish, maintain and enhance performance standards and deliver value added services that support business goals.

Key challenges

- Maintaining currency in, and applying, emerging/changing technology, security practices and legislative requirements.
- Establishing and maintaining working processes and relations with business units and business processes to ensure Information Security by Design.
- Simplifying and managing existing practices to facilitate business accountability of Cyber Risks.

Key relationships

Who	Why
Internal	
Director, Information Security	- Receive guidance and feedback on business issues and performance in the role - Provide advice and recommendations on issues, risks, priorities and results
Information Security team	- Provide leadership, guidance and feedback to manage performance, develop team members and deliver agreed outcomes - Support to manage team workload and achieve team objectives
Information Services team	- Collaborate to ensure alignment and integration with other IS plans, controls and practices - Support to manage team workload and achieve team objectives
Internal stakeholders/users	- Provide support and coaching to ensure consistent application of security and risk standards and practices - Collaborate to understand and resolve security issues

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Who	Why
External	
Suppliers and Contractors	• Negotiate contracts and manage provision of service to ensure compliance with contract and service arrangements
Other Government Agencies	• Share information and attend relevant forums to maintain currency on security issues and practices

Role dimensions

Decision making

The Manager, Information Security Risk and Governance is responsible for decisions relating to the day-to-day operations of their team including planning, resource allocation, performance management, staff development and service standards. Decisions are made in the context of legislative requirements, branch strategy, regulatory guidelines and current practice. Guidance is sought from the Director in relation to highly sensitive or complex issues, in situations where a whole of agency approach is required or when risks or breaches have been identified. The role is ultimately accountable for the accuracy, responsiveness and professionalism of advice and services provided.

Reporting line

Director, Information Security/ CISO

Direct reports

1 direct report

Budget/Expenditure

N/A

Essential requirements

- Relevant qualifications and/or certifications in cyber security management including CISSP, CISM and Security Architecture certifications
- Significant experience managing an information security function
- Solid understanding of the cyber threat landscape and cyber security framework, particularly in NSW government environment.
- Experience in managing and implementing cyber security strategy and architecture in small to medium organisations in a service delivery environment.
- Experience working in project based work and knowledge of project management principles
- Politically neutral with no affiliation to political parties or lobbyists/campaigners
- Satisfactory criminal record check results

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

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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	**Advanced**
	Manage Self	Adept
	Value Diversity	Intermediate
Relationships	**Communicate Effectively**	**Advanced**
	Commit to Customer Service	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	**Adept**
Results	Deliver Results	Adept
	Plan and Prioritise	**Advanced**
	Think and Solve Problems	**Advanced**
	Demonstrate Accountability	Adept
Business Enablers	Finance	Intermediate
	Technology	**Advanced**
	Procurement and Contract Management	Adept
	Project Management	Adept
People Management	**Manage and Develop People**	**Adept**
	Inspire Direction and Purpose	Adept
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	**Adept**

Focus capabilities

The focus capabilities for the role 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 role's key accountabilities.

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

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Group and Capability	Level	Behavioural Indicators
		• 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
Personal Attributes Act with Integrity	Advanced	• Model the highest standards of ethical behaviour and reinforce them in others • Represent the organisation in an honest, ethical and professional way and set an example for others to follow • Ensure that others have a working understanding of the legislation and policy framework within which they operate • Promote a culture of integrity and professionalism within the organisation and in dealings external to government • Monitor ethical practices, standards and systems and reinforce their use • Act on reported breaches of rules, policies and guidelines
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 Influence and Negotiate	Adept	• 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 and explain the need for compromise • Influence others with a fair and considered approach and sound arguments • Show sensitivity and understanding in resolving conflicts and differences • Manage challenging relations with internal and external stakeholders • Pre-empt and minimise conflict
Results Plan and Prioritise	Advanced	• Understand the links between the business unit, organisation and the whole-of-government agenda • Ensure business plan goals are clear and appropriate including contingency provisions • Monitor progress of initiatives and make necessary adjustments

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Group and Capability	Level	Behavioural Indicators
		• Anticipate and assess the impact of changes, such as government policy/economic conditions, to 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 transition the organisation through change initiatives and evaluate progress and outcome to inform future planning
Results Think and Solve Problems	Advanced	• 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 • Take account of the wider business context when considering options to resolve issues • Explore a range of possibilities and creative alternatives to contribute to systems, process and business improvements • Implement systems and processes that underpin high quality research and analysis
Business Enablers Technology	Advanced	• 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
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
People Management Manage Reform and Change	Adept	• Actively promote change processes to staff and participate in the communication of change initiatives across the organisation • Provide guidance, coaching and direction to others managing uncertainty and change

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		• Engage staff in change processes and provide clear guidance, coaching and support • Identify cultural barriers to change and implement strategies to address these