

Role Description

Senior Security Incident Coordinator



Cluster	Department of Customer Service
Agency	Service NSW
Division/Branch/Unit	Service Delivery
Classification/Grade/Band	SNSW Grade 9/10
ANZSCO Code	442299
PCAT Code	1339192
Date of Approval	April 2020

Agency overview

Service NSW is making it easier for people and businesses across NSW to access government services. Since launching in July 2013, we have successfully transformed and streamlined NSW Government service delivery with cutting edge digital solutions and an award-winning culture of passion and teamwork.

Our customer-centric solution offers simpler and faster access to government transactions through our digital channels, a 24/7 phone service and an expanding network of service centres. We currently partner with over 50 agencies to offer over 1,000 NSW Government transactions.

Primary purpose of the role

The Senior Security Incident Coordinator is responsible for the efficient and effective management of security incidents across the Service Delivery network to support a safe and secure environment for all staff and customers.

Key accountabilities

- Provide expert advice to organisational leaders and key stakeholders in security operational needs, electronic security infrastructure and associated risk management controls to ensure compliance with governance and quality requirements for the successful delivery of key business outcomes.
- Monitor electronic security systems and coordinate appropriate physical response to ensure security incidents are dealt with in a timely and secure manner
- Manage the performance of contracted security services to ensure service delivery meets contractual arrangements and obligations and delivers on organisational initiatives
- Undertake research and formulate recommendations based on evidence to support and inform safety and security policies and procedures, and business decision making.
- Ensure the accurate reporting of security incidents and conduct post incident reviews, including site specific / threat specific security risk assessments to support the capturing of lessons learnt, and to provide timely recommendations on the adaptation of policies and procedures to support risk minimisation strategies, reduce harm and prevent incident re-occurrence

- Conduct analysis and evaluation including risk and contingency management to identify and address issues, assess effectiveness of current processes and provide recommendations on areas of improvement and mitigations strategies for the prevention of incident reoccurrence.
- Establish and maintain strong relationships with local security authorities to create collaborative networks and establish critical local response arrangements
- Remain current with security legislation and support the transfer of knowledge to the team to ensure compliance with legislative obligations relating to confidentiality, privacy and the integrity of information.

Key challenges

- Working within a high volume, high pressure and constantly evolving operations environment whilst adapting to changing priorities, rotating shift patterns to achieve both individual and team Key Performance Indicators within defined service standards
- Delivering expert specialist safety & security assistance across a diverse range of sites, projects and organisational campaigns in a complex and dynamic customer service and security environment
- Providing an effective escalation point for the Operations Centre when resolving incidents of uncooperative, disruptive, abusive or aggressive behaviours from customers or members of the public, whilst adhering to business compliance requirements and ensuring consistent application of policies, guidelines, procedures and legislation.

Key relationships

Who	Why
Internal	
Manager	<ul style="list-style-type: none"> • Represent within the Operations Centre, enact Safety & Security Policy and Procedures, and report safety & security incidents.
Service Centre Managers	<ul style="list-style-type: none"> • Provide security advice and incident resolution support.
Operations Centre	<ul style="list-style-type: none"> • Collaborate on security incident response through to resolution.
Work Team	<ul style="list-style-type: none"> • Share information and collaborate on key initiatives to develop knowledge and enable sound decision making.
Customers/stakeholders	<ul style="list-style-type: none"> • Share information and collaborate for appropriate incident resolutions, key initiatives to develop knowledge and advice to enable sound decision making.
External	
Customers/Stakeholders	<ul style="list-style-type: none"> • Post-incident customer support and administrative actions as required.
Suppliers/Vendors	<ul style="list-style-type: none"> • Manage and discuss contract service suppliers

Role dimensions

Decision making

This role has autonomy and makes decisions that are under their direct control as directed by their Manager. It refers to a Managers' decisions that require significant change to program outcomes or timeframes or are likely to escalate or require submission to a higher level of management. 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 manager.

Reporting line

This role reports to the Safety & Security Manager

Direct reports

This role has no direct reports

Budget/Expenditure

As per the Customer Service Delegations

Key Knowledge and Experience

Demonstrated security industry experience in a security operations centre and/or a frontline service environment.

Essential requirements

Certificate IV Security Risk Management or equivalent industry experience

Current NSW Security License Class 1E minimum

Current NSW Driver's License

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.


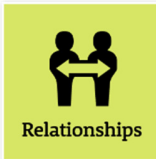
The capabilities are separated into **focus capabilities** and **complementary capabilities**.

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.


FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
 Personal Attributes	Display Resilience and Courage Be open and honest, prepared to express your views, and willing to accept and commit to change	<ul style="list-style-type: none"> • Remain composed and calm and act constructively in highly pressured and unpredictable environments • Give frank, honest advice in response to strong contrary views • Accept criticism of own ideas and respond in a thoughtful and considered way • Welcome new challenges and persist in raising and working through novel and difficult issues • Develop effective strategies and show decisiveness in dealing with emotionally charged situations and difficult or controversial issues 	Advanced
	Act with Integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way and encourage others to do so • Act professionally and support a culture of integrity • Identify and explain ethical issues and set an example for others to follow • Ensure that others are aware of and understand the legislation and policy framework within which they operate • Act to prevent and report misconduct and illegal and inappropriate behaviour 	Adept
 Relationships	Communicate Effectively Communicate clearly, actively listen to others, and respond with understanding and respect	<ul style="list-style-type: none"> • Tailor communication to diverse audiences • Clearly explain complex concepts and arguments to individuals and groups • 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 	Adept
	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	<ul style="list-style-type: none"> • Take responsibility for delivering high-quality customer-focused services • Design processes and policies based on the customer's point of view and needs • Understand and measure what is important to customers 	Adept

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural indicators	Level
		<ul style="list-style-type: none"> • Use data and information to monitor and improve customer service delivery • Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant customers within the community 	
	Deliver Results Achieve results through the efficient use of resources and a commitment to quality outcomes	<ul style="list-style-type: none"> • 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 	Intermediate
	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	<ul style="list-style-type: none"> • Research and apply critical-thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence • Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience • Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience • Seek contributions and ideas from people with diverse backgrounds and experience • Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness 	Adept

FOCUS CAPABILITIES



Capability group/sets	Capability name	Behavioural indicators	Level
 Business Enablers	Procurement and Contract Management Understand and apply procurement processes to ensure effective purchasing and contract performance	<ul style="list-style-type: none"> • Apply legal, policy and organisational guidelines and procedures relating to procurement and contract management • Develop well-written, well-structured procurement documentation that clearly sets out the business requirements • Monitor procurement and contract management processes to ensure they are open, transparent and competitive • Be aware of procurement and contract management risks, and actions to manage or mitigate risk in monitoring contract performance • Evaluate tenders and select providers in an objective and rigorous way, in line with established guidelines and principles • Escalate procurement and contract management issues, where required 	Adept

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	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
 Relationships	Work Collaboratively	Collaborate with others and value their contribution	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate

COMPLEMENTARY CAPABILITIES

Capability group/sets	Capability name	Description	Level
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Adept
	Project Management	Understand and apply effective planning, coordination and control methods	Intermediate