# Role Description

**Senior Security Resilience Specialist**

|  |  |
| --- | --- |
| **Role Description Fields** | **Details** |
| **Cluster** | **Planning, Housing and Infrastructure** |
| **Department/Agency** | **Department of Planning, Housing and Infrastructure** |
| **Division/Branch/Unit** | **Corporate Services / Digital Information Office** |
| **Role number** | **51007602** |
| **Classification/Grade/Band** | **Clerk Grade 9/10** |
| **Senior executive work level standards** | **Not Applicable** |
| **ANZSCO Code** | **135199** |
| **PCAT Code** | **1226292** |
| **Date of Approval** | **July 2024** |
| **Agency Website** | **https://www.nsw.gov.au/departments-and-agencies/department-of-planning-housing-and-infrastructure** |

## Agency overview

The Department of Planning, Housing and Infrastructure (DPHI) improves the liveability and prosperity of NSW. To achieve this, we:

* create vibrant, productive spaces and precincts.
* manage lands, assets and property effectively; and
* deliver affordable and diverse housing.

We strive to be a high performing, world class public service organisation that celebrates and reflects the full diversity of the community we serve and builds the cultural capability of our department to improve outcomes with, and for, Aboriginal people, communities and entities.

## Primary purpose of the role

The Security Resilience Specialist is responsible for ensuring that the Department can effectively respond to security threats and incidents through planning, designing, building, and testing of security disaster recovery plans. The role is responsible for coordinating and overseeing the development and testing of disaster recovery plans to maintain currency with security frameworks, standards and best practices.

## Key accountabilities

* Work with the IT technical staff to ensure that disaster recovery (DR) solutions are adequate, in place, maintained, and tested as part of the regular operational life cycle.
* Coordinate and oversee execution of DR testing.
* Provide support for the Operational Resilience and Business Continuity (BCP) activities.
* Perform risk assessments and control gap analysis against information security policies and risk management standards, verify that application, software/network/system security postures are implemented as stated, document deviations, and recommend required actions to correct those deviations.
* Work with Digital Information Office (DIO) technology leaders and their teams, and Business-Led IT System Owners to ensure security risks are monitored, managed and addressed.
* Collaborate with all security teams to prepare and present reporting, including dashboards to stakeholders including senior leaders across business, with security risks identified in a succinct and coherent manner.

## Key challenges

* Mobilising key stakeholders, including executives, to support disaster recovery testing, and identifying and acting on opportunities for continuous improvement and actions that shore up enterprise resilience.
* Addressing and resolving problems, issues and challenges associated with risk management and compliance, including developing appropriate solutions and interventions in an environment where there is a lack of precedent.
* Delivering results in a high-pressure operational environment with tight constraints on resources and timeframes, many issues competing for attention, and changing priorities.

## Key relationships

**Internal**

|  |  |
| --- | --- |
| Who | Why |
| Manager | * Escalate issues, keep informed, advise, receive guidance and instructions * Participate in meetings and discussions to share information and provide input and feedback * Identify sensitive issues, risk & opportunities and recommend potential solutions * Provide regular updates on key projects and priorities |
| Work team | * Support team members and work collaboratively to contribute to achieving business outcomes * Participate in discussions and decisions regarding resolution of issues and implementation of innovation and best practice * Represent work group perspective and share information * Review work and proposals of team members |
| Customers / Stakeholders | * Manage the flow of information, seek clarification and provide customer focused advice and responses to ensure prompt resolution of issues * Articulate the needs and requirements of the service and collaborate with to negotiate solutions, provide expert customer focused advice and regular updates * Address/respond to queries to provide advice where possible, or redirect to relevant party for review and resolution * Work with teams to develop, maintain and test integrated incident response/disaster recovery plans and playbooks |
| Portfolio Directors and Managers | * Provide expert customer focused advice, assistance and support |

**External**

| Who | Why |
| --- | --- |
| Customers / stakeholders | * Respond and resolve queries, providing information and/or resources or redirect to the appropriate person or business unit if required * Develop and maintain effective working relationships and open channels of communication to provide and obtain information, and ensure effective management and implementation of expectations and standards * Engage with, consult, seek clarification and provide customer focused advice and responses to ensure the prompt resolution of issues |
| Industry professionals / consultants | * Seek/maintain specialist knowledge/advice and collaborate on the implementation of organisation strategies, to keep abreast of best practice * Collaborate with and seek/maintain specialist knowledge/advice * Participate in forums, groups to represent the agency and share information * Participate in discussions regarding innovation and best practice |
| Vendors / Service Providers | * Develop and maintain effective working relationships * Monitor provision of service to ensure compliance with contracts and service arrangements |

## Role dimensions

### Decision making

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

Manager, Security Resilience

### Direct reports

Nil

### Budget/Expenditure

TBA

## **Key knowledge and experience**

* Demonstrated experience in security disaster recovery (DR) and business continuity (BCP) processes and procedures with real-world application
* Knowledge of cloud service models and how those models can impact technology DR and BCP response
* Strong understanding of business continuity frameworks such as ISO 22301 and their effective implementation in complex organisations
* Demonstrated knowledge and experience in technology crisis and emergency management, and the ICT operations recovery and resiliency needs of complex organisations.
* Strong understanding of the information security, risk management, governance, business continuity management and business resiliency issues and threats impacting a complex organisation

## Essential requirements

* Relevant tertiary qualification and/or significant relevant industry experience and professional security certifications/accreditations

## Cyber Security

Cyber security forms an integral part of every employee’s role description and responsibilities. Individuals such as those with privileged access, application developers, risk owners, and system and application owners have additional responsibilities in securing the Department’s digital resources. As part of your role, you will be expected to undertake cyber security related activities to help contribute to the Department’s overall security posture.

## Capabilities for the role

The [NSW public sector capability framework](https://www.psc.nsw.gov.au/workforce-management/capability-framework/the-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.

| **Capability group/sets** | **Capability name** | **Behavioural indicators** | **Level** |
| --- | --- | --- | --- |
| personal-attributes | **Manage Self**  Show drive and motivation, an ability to self-reflect and a commitment to learning | * Keep up to date with relevant contemporary knowledge and practices * Look for and take advantage of opportunities to learn new skills and develop strengths * Show commitment to achieving challenging goals * Examine and reflect on own performance * Seek and respond positively to constructive feedback and guidance * Demonstrate and maintain a high level of personal motivation | Adept |
| relationships | **Communicate Effectively**  Communicate clearly, actively listen to others, and respond with understanding and respect | * 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 |
| relationships | **Influence and Negotiate**  Gain consensus and commitment from others, and resolve issues and conflicts | * Influence others with a fair and considered approach and present persuasive counter-arguments * Work towards mutually beneficial ‘win-win’ outcomes * Show sensitivity and understanding in resolving acute and complex conflicts and differences * Identify key stakeholders and gain their support in advance * Establish a clear negotiation position based on research, a firm grasp of key issues, likely arguments, points of difference and areas for compromise * Anticipate and minimise conflict within the organisation and with external stakeholders | Advanced |
| results | **Plan and Prioritise**  Plan to achieve priority outcomes and respond flexibly to changing circumstances | * Understand the links between the business unit, organisation and the whole-of-government agenda * Ensure business plan goals are clear and appropriate and include contingency provisions * Monitor the progress of initiatives and make necessary adjustments * Anticipate and assess the impact of changes, including government policy and economic conditions, on 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 help the organisation transition through change initiatives, and evaluate progress and outcomes to inform future planning | Advanced |
| business-enablers | **Technology**  Understand and use available technologies to maximise efficiencies and effectiveness | * Identify opportunities to use a broad range of technologies to collaborate * Monitor compliance with cyber security and the use of technology policies * Identify ways to maximise the value of available technology to achieve business strategies and outcomes * Monitor compliance with the organisation’s records, information and knowledge management requirements | Adept |

## Occupational Specific Focus Capabilities

| **Capability group/sets** | **Capability name** | **Description** | **Level** |
| --- | --- | --- | --- |
| ICT Capability set | Risk management (BURM) | * Plans and implements complex and substantial risk management activities within a specific function, technical area, project or programme. * Implements consistent and reliable risk management processes and reporting to key stakeholders. * Engages specialists and domain experts as necessary. * Advises on the organisation's approach to risk management. | Level 5 |
| ICT Capability set | Acceptance testing (BPTS) | * Plans and manages acceptance testing activity. * Specifies the acceptance testing environment for systems, products, business processes and services. Manages the creation of acceptance test cases and scenarios. Ensures that defined tests reflect realistic operational conditions and required level of coverage. * Ensure tests and results are documented, analysed and reported to stakeholders, and required actions taken. Highlights issues and risks identified during testing to stakeholders. * Provides authoritative advice and guidance on planning and execution of acceptance tests. | Level 5 |
| ICT Capability set | Quality management (QUMG) | * Ensures that projects, teams and functions have appropriate practices in place and are meeting required organisational quality levels. * Advises on the application of appropriate quality management techniques and standards. * Determines areas where existing processes should change from analysing audit findings. Facilitates improvements to processes by changing approaches and working practices, typically using recognised models. * Takes responsibility for controlling updating and distributing organisational standards. | Level 5 |
| ICT Capability set | Quality assurance (QUAS) | * Plans, organises and conducts formal reviews and assessments of complex domains areas, cross-functional areas, and across the supply chain. * Evaluates, appraises and identifies non-compliances with organisational standards and determines the underlying reasons for non-compliance. * Prepares and reports on assessment findings and associated risks. Ensures that appropriate owners for corrective actions are identified. Identifies opportunities to improve organisational control mechanisms. * Oversees the assurance activities of others, providing advice and expertise to support assurance activity. | Level 5 |

## 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.

| **Capability group/sets** | **Capability name** | **Description** | **Level** |
| --- | --- | --- | --- |
| personal-attributes | Display Resilience and Courage | Be open and honest, prepared to express your views, and willing to accept and commit to change | Adept |
| personal-attributes | Act with Integrity | Be ethical and professional, and uphold and promote the public sector values | Adept |
| personal-attributes | Value Diversity and Inclusion | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Intermediate |
| relationships | Commit to Customer Service | Provide customer-focused services in line with public sector and organisational objectives | Intermediate |
| relationships | Work Collaboratively | Collaborate with others and value their contribution | Adept |
| results | Deliver Results | Achieve results through the efficient use of resources and a commitment to quality outcomes | Intermediate |
| results | Think and Solve Problems | Think, analyse and consider the broader context to develop practical solutions | Adept |
| results | 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 | Intermediate |
| business-enablers | Procurement and Contract Management | Understand and apply procurement processes to ensure effective purchasing and contract performance | Intermediate |
| business-enablers | Project Management | Understand and apply effective planning, coordination and control methods | Adept |