



New Zealand Intelligence Community

Te Rōpū Pārongo Tārehu o Aotearoa

nzic.govt.nz



Position Description

NZSIS Protective Security Engagement Manager

Directorate:	Protective Security
Position purpose:	<p>A Protective Security Engagement Manager (PSEM) is part of the Protective Security Team. This team's core responsibility is lifting the protective security capability of mandated government agencies. Over time, the function of the team may expand to work with non-government organisations and private sector entities of strategic importance.</p> <p>A PSEM is the relationship manager for a diverse portfolio of agencies. The portfolio will change from time to time based on the security risk environment and strategic goals. They are the liaison between the subject matter experts across the New Zealand Intelligence Community and other government agencies, enabling agencies to understand and adopt the PSR and to know where, when and how they can access support.</p> <p>A PSEM fosters relationships that encourage agencies to seek trusted protective security advice and in return we provide sound, relevant and up-to-date protective security advice.</p>
Directorate overview:	<p>The Protective Security (PS) Directorate delivers a full range of protective security functions to the NZIC and for New Zealand. The PS Directorate leads the implementation of the Protective Security Requirements (PSR) programme, which aims to substantially improve the security culture of the public service and, potentially, the private sector. The PS Directorate is also responsible for protecting the integrity of the public service and NZIC through effective security clearance management, vetting services and counter intelligence functions. Led by the PS Directorate, the NZIC will be an exemplar of physical, IT and personnel security best practice.</p>
Direct reports:	None
Financial delegation:	None
Remuneration indicator:	Bands G, H and I

Our mission

Keeping New Zealand and New Zealanders safe and secure

Our values

Collaborative, Courageous, Positive, Driven, Self-aware

Functional relationships

External contacts:

- NZ Government agencies and employees with responsibilities relevant to protective security
- Department of Internal Affairs - notably, GCPO and GCIO functions
- Non-Government agencies and employees with responsibilities relevant to protective security
- Commercial service providers relevant to protective security
- Overseas-based liaison partners

Internal contacts:

- New Zealand Intelligence Community managers and staff

Principal Accountabilities

The position of Protective Security Engagement Manager encompasses the following major functions or objectives:

- Relationship Management
- Communication
- PSR Engagement Management
- Implementation of PSR enhancements
- Education and research
- Contribution to the NZIC protective security programme
- Professional standards

The requirements in the above objectives are broadly identified below:

Principal accountability:

Relationship Management

Key result areas:

Establish and maintain protective security relationships and contacts across a diverse range of government and non-government agencies.
Provide bespoke customer service and engagement to enable professional, relevant and timely delivery of protective security advice.
Represent PSR with internal and external stakeholders.



Communication	<p>Represent the New Zealand Intelligence Community with liaison partners.</p> <p>Provide sound, comprehensible advice on a structured or adhoc basis.</p> <p>Ensure the accurate and timely documentation of meetings including actions and recommendations.</p> <p>Produce high quality written work.</p>
PSR Engagement Management	<p>Establish and maintain protective security relationships and contacts across a diverse range of government and non-government agencies.</p> <p>Provide bespoke customer service and engagement to enable professional, relevant and timely delivery of protective security advice.</p> <p>Represent PSR with internal and external stakeholders.</p> <p>Represent the New Zealand Intelligence Community with liaison partners.</p> <p>Provide sound, comprehensible advice on a structured or adhoc basis.</p> <p>Ensure the accurate and timely documentation of meetings including actions and recommendations.</p> <p>Produce high quality written work.</p>
Identify, champion and see through to implementation fit for purpose enhancements to the PSR	<p>Produce and maintain PSR content including consulting with agencies to ensure content is fit-for-purpose;</p> <p>Support continuous improvements by developing responses to frequently asked questions and case studies that can be used to assist agencies adopt the PSR.</p>
Ongoing education and research	<p>Maintain an in-depth understanding of the PSR.</p> <p>Maintain subject matter expertise as appropriate through monitoring and researching national and international trends and practices in protective security.</p>
Contribution to the NZIC protective security programme	<p>Promote a culture of security awareness.</p>
Professional standards	<p>Promote the reputation of and upholds the vision, mission, and values of the NZIC.</p> <p>Keeps up to date with, and abides by policy.</p>

Person specification

Skills, experience and qualifications

Essential:

- Excellent self-discipline and personal integrity
- Strong and effective interpersonal skills
- A good listener who can demonstrate responsiveness and awareness of customer needs, issues and limitations;
- Strong written and verbal communication skills, for both technical and non-technical customers;
- Proven ability to act proactively to influence decision-makers, and interact with customers from a variety of backgrounds.
- Proven ability to develop and implement customer management plans;
- Proven ability to apply common sense, make sound judgements, and join the dots to “see the big picture.”
- A “can-do” approach and ability to see a task through to completion with minimal supervision;
- Proven ability to translate concepts into practical advice.
- Can demonstrate an understanding of protective security principles and practices.

Desirable:

- Knowledge of or experience working within the security (personnel, physical or information) or risk management sectors.
- Knowledge or understanding of AS/NZS ISO 31000:2009 Risk Management - Principles and guidelines and HB 167:2006 Security risk management.

Personal attributes

- self-motivation
- effective organisational and self-management skills
- excellent judgment
- high levels of integrity and ethics

Changes to position description

Positions in the NZSIS may change over time as the organisation develops. Therefore, we are committed to maintaining a flexible organisation structure, which best enables us to meet changing market and customer needs. Responsibilities for this position may change over time as the job evolves.

Such change may be initiated as necessary by the manager of this position. This position description may be reviewed as part of the preparation for performance planning for the annual performance cycle.

Health and safety

NZSIS is committed to providing a healthy and safe work environment and management practices for all employees. Employees are expected to share this commitment as outlined in the current Health and Safety legislation by taking all practicable steps to ensure:

- a. The employee's safety while at work; and
- b. That no action or inaction of the employee while at work causes harm to any other person.

Knowledge management

Employees are responsible for ensuring that all business records created are accessible and stored in the correct manner according to NZSIS record keeping policy, standards, and procedures.

Employee: _____

Date: _____

Manager: _____

Date: _____

Schedule 1

PSR Engagement Manager Career Progression

The NZIC Career Pathways Framework enables a number of positions within the NZIC to have multi-level progression. This process allows employees to be recognised for growing their skills, knowledge, and abilities over time within a given position. This position has the following progression levels:

Progression Level:	Description:
Practitioner Level 2 Engagement Manager	<p>At the Practitioner level, an Engagement Manager is expected to demonstrate a sound understanding of relationship management skills and best practice, and identify opportunities for closer cooperation with partners and customers. They will have highly effective communication skills with the ability to adapt style and content to suit the audience. A level 2 Engagement Manager will require the appropriate knowledge and skills to undertake a range of tasks to support improved security capability with their customers. They will be able to apply those skills effectively to accomplish tasks, build relationships and advise customers. They are expected to lead engagement with external customers, including other government agencies and private sector organisations, with some supervision. Has an appropriate level of knowledge in physical and environmental security, risk management, report production and the delivery of formal training along with a working knowledge of policy development and implementation. A new Engagement Manager is expected to remain within level 2 for a period of approximately 1 – 3 years depending on development</p>
Expert Level 3 Engagement Manager	<p>At the Expert level, an Engagement Manager will have the skills displayed above and are expected to lead engagement with external customers, including other government agencies and private sector organisations independently. Is able to demonstrate advanced knowledge and understanding of relationship management principles and have experience in managing a variety of challenging relationships. They will demonstrate a sound knowledge of physical and environmental security and produce a high standard security service (possibly including site surveys and inspections). They will display advanced communications skills, be able to explain complex issues at an appropriate level and be able to proactively keep stakeholders informed through effective communication channels. They must have a good understanding of risk management principles and methodologies and how these are applied in a variety of situations. Contributes to, or assists in, the development and implementation of existing agency and sector policies and process. Is able to interpret existing agency policy positions for an external and internal audience and advise customers on appropriate use of policies.</p>

Career progression within the framework is competency based, with an emphasis on being able to demonstrate the required performance standards through the application of learning from education, formal training, and on-the-job experience.

Progression between the two capability levels is based on an assessment by the relevant Career Development Board of the specified competencies for the position.

The position of PSR Engagement Manager has the following required competencies:

Competency:		Description:
1	Relationship Management	Engages externally to understand and answer requirements, manage expectations, resolve conflict and ensure gaps in service are addressed, for the purpose of creating and maintaining relationships that foster trust, information-sharing and collaboration.
2	Advanced Communications	Demonstrates an exceptionally high standard of communication skills to be able to present effectively for a range of situations & audiences; is able to use persuasive logic & apply a clear understanding of key issues & stakeholder interests to negotiate for desired outcomes; can be relied on for diplomacy & discretion & the ability to share information appropriately.
3	Dissemination	Applies depth of knowledge of customer needs & available products & services to ensure that individual customers receive precisely those products & services that meet their needs in an appropriate time frame and responding to one-off or sudden changes in requirements.
4	Report Production	Author's high quality reports, briefings and other documentation to meet required reporting standards (quality, accuracy, timeliness, relevance and brevity); correctly presents content appropriate for the intended audience/customer and to answer customer requirements.
5	Risk Management	Applies sound knowledge of risk management principles & methodologies in the planning & implementation of mechanisms to manage risk to the success or integrity of business operations, activities and/or systems, for the purpose of mitigating threats to business operations & assuring future business continuity.
6	Physical & Environmental Security	Applies sound knowledge of physical security policies to advise on, develop SOPs & implement physical security for systems and sites; assesses threats, risk levels & recommends appropriate mitigations, for the purpose of protecting business critical information.
7	Delivery of Formal Training	Applies significant communications & presentation skills to develop & deliver high quality formal training course material to external audiences, for the purpose of

		providing educational services to customers.
8	Policy Development	Applies sound knowledge of policy principles and methodologies to develop sound policy and standards, for the purpose of business improvement through effective policy-making.
9	Policy Implementation	Applies knowledge of relevant policy instruments, principles and methodologies to provide advice, support & training to others on application of policies, standards & guidance within area of responsibility; for the purpose of improving the compliance of agency and/or customer business activities.

The specific competency standards and progression requirements for each level of this position can be found in the relevant progression documentation. The competencies for this position may change over time in accordance with the needs of the New Zealand Intelligence Community.