**What’s it all about**

**Head of Operations and Security**

**> IS&C > Engineering / Product Engineering**

You are accountable for ensuring the stability, security, and operations of our technology products and platforms while driving continuous improvement and operational excellence.

**How you’ll make a difference**

By having a strong focus on process and detail, being proactive, anticipating and preventing issues rather than responding to them.

**How you’ll do it**

1. **Building, growing** and **leading** a group of operations, transition and security specialists with a common aim and mindset
2. Providing **change, support and maintenance capabilities** for our package Infrastructure and Cybersecurity portfolio and productivity tools
3. Working with our partners and outsourced vendor oversight, service level governance, to provide a cost effective, monitored and performant **Cloud Operations** capability, including comms, networking, production and non-production environments.
4. Setting the standards for the **transition of change** into the production environment, and ensuring that changes comply with these standards
5. **Managing** and **maintaining product and technology roadmaps** in line with strategy and operational needs, such as upgrades etc
6. Managing a **security, compliance** and **risk** team which is constantly evaluating and evolving our protection in response to current and emerging threats. Accountable for incident response, response planning, cyber resilience testing and awareness, encryption, access control and breach prevention. You will own audits, pen tests, IT risk register. Work very closely with DevSecOps function.
7. Work with others in the sector, as well as cyber experts, to **protect our technology environment**.
8. Continually **evaluate and optimise our process and tooling**
9. **Work collaboratively** with other Product Engineering and IS&C teams to ensure our products are secure, meet our operational needs and are monitored.
10. Hybrid working - at **least three days a week in our main office**.

**All about you**

**Behaviours for success**

* Compassionate – Demonstrates compassion by actively listening to employees’ concerns during IT disruptions, providing clear communication, support, and solutions to minimise stress and ensure a smooth resolution
* Progressive – willing to make hard decisions to make a step change in how we manage operations
* Dependable – can be relied upon in times of crisis
* Inclusive – brings together expertise from the organisation, partners and sector to combat cyber risk
* Empowered – able to take important decisions when faced with imminent threats to our operational environment

This role is at a **manager** level. You will be responsible for a team of 11, including 3 direct reports.

**Essential knowledge, experience and skills including qualifications and professional membership**

* You are educated to degree level in Computer Science of equivalent
* You have significant experience (5+ years) leading or managing within an operations, cyber security and application support environment.
* Certification in CISSP, CISM, CISA or equivalent
* Strong knowledge of Azure Cloud technologies, as well as other cloud offerings
* Strong knowledge of security threats, technologies and tools, assessment frameworks (such as MITRE and NIST), and standards (such as ISO27001).