

Head of Cyber Security

Information Technology – IS&C

Role profile

Overview	
Role Purpose	<p>As the most senior cyber security specialist in NHG you will be responsible for overseeing a range of technical and process security controls and leading a programme of continuous improvement in response to changing security threats and risk in the world and across the sector.</p> <p>The Head of Cyber Security encompasses service delivery, people and service management, budget and supplier relationship management, security governance, monitoring and assurance. The role will supervise specialist security processes and the provision of device security throughout the organisation.</p> <p>This role will be an evangelist for cyber security, running continuous testing to anticipate future issues by defining the NHG cyber strategy using defence in depth, MITRE and NIST frameworks to define approaches to proactively respond to threats and vulnerabilities.</p> <p>The Head of Cyber Security leads and manages the security service, working closely with Heads of Services across IS&C and the Information Security Manager and other specialist roles. Additionally actively engages with the wider IT community outside of NHG and build relationships with the business to promote a security first culture.</p> <p>The role should be seen as the expert and lead protecting the critical systems, information and people from cyber attacks using cyber awareness and campaigns to communicate to non-technical staff the benefits of good cyber security. This includes supporting Director of IT with development of an delivery of the Cyber Security Strategy and reporting to the Audit and Risk Committee and mitigating cyber risk.</p> <p>A leading light across the HA sector and force of good for residents, the Head of Cyber Security needs to continue to show and demonstrate best practice and NHG reputation across the UK.</p>
Responsible for	<ul style="list-style-type: none"> • Lead and manage the Cyber Security Team. • Day to day responsibility for security for all IT and Digital systems by running a continuous approach to threat and vulnerabilities analysis and risk scores through security dashboard for all dimension in the system estate. • Working closely with Head of Service across IS&C for cyber security practices. • Working closely with Director of IT, Director of Data and Digital, Director of PMO and CIO for all security matters. • Maintaining the risk register for the cyber security element for NHG

Role profile

	<ul style="list-style-type: none"> • Leading for security by design and supporting Technical design authority. • Working closely and proactively with Senior Management in Finance and HR and other Business Units to improve their systems security and recovery (DR) • Accountable for all materials relating IT BCP, DR, Incident Response and Playbooks as well as leading DR tests, simulation, desktop exercises and practice drills. • To devise and drive an innovative program for the appropriate security stack to protect systems, data, and people. • To make the cyber security team the “go to place” for the business to get advice and support for security. • Leading the development of Cyber Security strategy, and 5 year roadmap for reducing the risk associated with protecting systems, information and people from cyber threat. Based on Defence in Depth, MTRE, NIST and ISO27001 frameworks. • Review the team structure and agree and implement plans to ensure it is resourced and aligned to business needs. • Develop successful relationships with internal business clients and external partners to support the overall NHG cyber security plan and awareness program. • Manage a revenue budget of c£1m, plus approved capital budgets for project activity for further improvement to security systems. • Supplier Management for all Cyber Security Systems including the Security Operation Centre, Microsoft, Cymulate, Bytes, and others. • Working closely with and day to day accountability for external Security Operation Centre for the MDR and XDR services. • Works closely with the Architects to ensure new systems/technologies meet Information security requirements as per Architectural and Security principles • Understanding of data and information security architecture across the IT estate. • Expert in Microsoft Security Stack including intrusion detection, intrusion prevention and perimeter defence across internal and customer facing systems. Leading Microsoft Security management liaison. • Understanding of trends and analysis required for event monitoring across the system estate, in addition lead and coordinate penetration testing and vulnerability assessments. • Outstanding understanding of threats and vulnerabilities in the world in general and how it would impact a housing association and property service provider. • Build relationship with leaders in cyber security (MS, NCSC, GCHQ) to glean further threat intel and best practice to bring into the NHG environment for the successful defence of systems, information and staff. • Champion and technical expertise for all items related to information security. • Good intelligence and networks with central cyber and information security agencies. • Close working relationship with Governance and compliance in regards to all information security items and data protection.
--	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Role profile

	<ul style="list-style-type: none"> Stay up to date with changes in the Cyber Security World to identify emerging threats, how they could pose a risk to Genesis and identify mitigations Maintaining professional and technical knowledge by attending educational workshops, reviewing professional publications, establishing personal networks, benchmarking state-of-the-art practices and participating in professional societies. Attending Housing Warp and Collective Intelligence Forum in Sector. Ability to mentor cyber staff in cyber security with a view to making them ready for the next step in career. Works closely with our security related supplier to ensure they deliver to contractual SLA. To identify and assess complex security risks and control, and relate them to the business environment Works closely with the Architects to ensure new systems/technologies meet Information security requirements as per Architectural and Security principles
Reports to	<ul style="list-style-type: none"> Director of Information Technology
Line management	<ul style="list-style-type: none"> 1 manager 3 Cyber Security Analysts 1 Cyber Apprentice.
Date	11 May 2023

Role relationships	
Internal	Executive Board and other committees Directors Heads of Service Managers Directors, Head of Service, Managers and Executive Board
External	Represent NHG at various forums and meetings as necessary Auditors Solicitors (occasionally) G15 and other peer colleagues

Role accountabilities
Leadership <ul style="list-style-type: none"> Provide strong and effective senior management leadership as part of IT SMT As a member of the ITSMT, you will help develop a trusting and collaborative culture that aligns with NHG purpose, mission and values. Provide strong and effective leadership to implement and manage agreed plans aligned with NHG's values to ensure the best possible results. Report to DoIT (& various Governance Groups e.g. IT/Audit) on aspects of software and development activities within relevant remit: plans, budgets, outcomes, risks.

- Effectively promote collaborative approaches to engage reporting team(s) to work successfully to deliver high quality services with cost-effective outcomes.
- Establish and maintain a culture of service improvement, supporting staff to deliver change projects to meet developing and evolving customer needs.
- Proactively provide relevant senior level advice and guidance as required.
- Lead your team in line with NHG's management behaviours in order to get the best out of your staff.
- Represent NHG externally; develop and maintain NHG's reputation as appropriate and build effective relationships with relevant stakeholders.
- Support the DoIT in implementing and Director of Information Strategy to develop, a 5-year IT strategy to support NHG's integration plans and corporate strategy.
- Ensure you and your teams follow the financial regulations, policies and procedures
- Effectively promote collaborative approaches to engage reporting team(s) to work successfully to deliver high quality services with cost-effective outcomes.
- Represent NHG externally; develop and maintain NHG's reputation as appropriate and build effective relationships with relevant stakeholders.
- Ensure that you and your teams follow relevant Health and Safety policies and related procedures, keeping up to date with changes and acting to maintain personal health and safety and that of others.

Information Technology

- Develop and manage annual budgets and business plans to deliver annual targets (as agreed in corporate strategy) and to successfully manage day-to-day running of IT services:
- Develop and implement a '21st Century' cyber team that can continue to lead the sector.
- Develop successful relationships with external partners.
- Ensure core elements of service delivery are conducted in compliance with legislation, regulation and NHG policy.
- Establish and maintain positive relationships with internal client teams.
- Staff Recruitment and personnel development

Delivery Function

- Develop and lead a new client delivery function and model for Applications
- Act as a member of the Project Review Group (PRG)

IT and IS&C Senior Team

- Provide senior management and leadership for the IT IS&C Directorate.
- Deputise for the DoIT.

As a member of the NHG senior management team you will help develop a trusting and collaborative culture that aligns with NHG purpose, mission and values.

General

- Ensure you follow the financial regulations, policies and procedures at NHG.
- Ensure that you follow relevant Health and Safety policies and related procedures, keeping up to date with changes and taking action to maintain personal health and safety and that of others.

The tasks and responsibilities outlined above are not exhaustive, the post holder may undertake other duties as is reasonably required.

How do you meet the role requirements?

To do the job well, we have outlined the key behaviours we'll expect of you, and the knowledge, experience and skills you need to do the job. You'll be assessed on these criteria at various stages throughout the selection process.

Role behaviours	
Customer focus	<ul style="list-style-type: none"> • Commit to providing the best service to customers, set realistic expectations, keep your promises, and act with integrity always. • Lead on commercial awareness / VFM in your team. Make decisions and recommendations in line with this. • Promote a culture that balances the needs of the internal customer with those of the business/IT • Learn lessons from your experience and ensure that they lead to genuine change to allow for continuous improvement
Accountability and delivery	<ul style="list-style-type: none"> • Be accountable for the accuracy and completeness of your work, remaining calm under pressure, making informed and reasonable decisions. • Take well considered risks and monitor and manage risk proactively. Manage the Risk Management process for IT • Identify and interpret the impact or opportunities posed by the external environment
Service improvement	<ul style="list-style-type: none"> • Approach your work with rigour, challenging yourself to identify opportunities for service improvement, working in partnership with others to make NHG better for customers and colleagues. • Seek out and encourage others to seek out and implement improvements. • Translate changes in business strategy into practical actions for teams • Be persuasive, passionate and enthusiastic about introducing new ways of working to maximise services • Develop a culture of continuous improvement, ensure learning from previous issues and new solutions are shared to achieve excellence in customer service
Communication and inclusion	<ul style="list-style-type: none"> • Communicate clearly and openly, including all and celebrating differences, listening and responding positively to others. • Be emotionally intelligent and self aware • Develop effective networks internally and externally for shared gain

Role profile

	<ul style="list-style-type: none"> Consider the needs and concerns of all stakeholders and deliver difficult messages clearly and effectively, with respect and sensitivity
Management	<ul style="list-style-type: none"> Lead by example and with empathy, ensuring your team deliver on their promises; getting the best from your staff by offering them appropriate support, guidance, and development Provide clear and decisive leadership at all times, and particularly through change and uncertainties Set an example and inspire others to achieve the NHG vision Think about the “big picture” and develop strategies to enhance the success of NHG Communicate corporate and department goals and create a working environment that empowers and supports others to take responsibility to achieve these
Dimensions: Financial	<ul style="list-style-type: none"> Owns the Cyber Security Budget and all the related spend Ensuring Value for Money for new and existing implementations Ensure the projects are delivered within budget (and scope) Owns & maintains all Cyber Security contracts
Dimensions: Non Financial	<ul style="list-style-type: none"> Recruitment and management of staff, and design of team structure Successful implementation of the cyber security program Owns the teams monthly IT performance/ report/ dashboard

Essential knowledge, experience and skills

Professional expertise (know how & experience)	<ul style="list-style-type: none"> CISSP, CISM or alternative cyber security qualification. Threat and Vulnerability management Understanding of ISO27001, cyber essentials NIST framework. Working knowledge of data protection legislation including GDPR, principles of information security and governance including NIST 800 and PCI-DSS Threat Intelligence network with NCSC and Security suppliers.
Skills	<ul style="list-style-type: none"> Developing and managing relationships across IT and within the business Strong influencing skills and negotiation skills Good communication skills and ability to build relationships Ability to explain IT security risks to business stakeholders and be able to relate these to corporate risks Understanding of threat and vulnerabilities modelling across the IT perimeter. Being able to explain decisions clearly Documentation and clear writing skills Presentation skills to higher management levels within the organisation Manage simultaneously and conflicting priorities Experience in Microsoft Sentinel and KQL/threat-hunting Experience in Microsoft Windows Defender for Cloud, Mobile (Android and iPhone), and Endpoint (Server and Workstations),

Role profile

	<p>configuration, deployment, architecture, management, and reporting.</p> <ul style="list-style-type: none"> • Experience in Microsoft InTune and SCCM technologies for deploying security baselines, Antivirus technologies and configuration and compliance profiles • Experience with SIEM/SOAR/MDR platforms and working with managed SOC's • Experience with vulnerability management (TVM, Qualys) • Basic understanding of operating under a zero-trust security methodology • Technical experience with Microsoft Identity and Access management (Azure Active Directory, Azure Active Directory premium solutions, Conditional Access, SSO, MFA, PIM). • Documentation and report writing skills, good communication skills, and meticulous attention to detail <p>Desire to progress across the broader aspects of Information Security</p>
Qualifications and/or professional membership	<ul style="list-style-type: none"> • Good knowledge of Information Security concepts and standards (CISSP qualification desirable) • Good knowledge and experience of Microsoft Azure infrastructure and security concepts and tools (Desirable qualifications include Microsoft Security Administrator) • Knowledge of ITIL Framework • Prince 2

Role requirements	
DBS	<ul style="list-style-type: none"> • Yes
Data and information processing	<ul style="list-style-type: none"> • Information/Data User (all staff)
Data protection role	<ul style="list-style-type: none"> • Information Security Champion • Data Owner • Data Steward