

Security Operations Manager

Job description

Together we are help and hope for everyone living with dementia



Who we are

Dementia is the UK's biggest killer. One in three people born in the UK today will develop dementia in their lifetime.

At Alzheimer's Society, we're the UK's leading dementia charity and the only one to tackle all aspects of dementia by giving help and hope to people living with dementia today and in the future. We give vital support to people facing the most frightening times of their lives, while also funding groundbreaking research and campaigning to make dementia the priority it should be.

Together with our supporters, we're working towards a world where dementia no longer devastates lives.

Our values

Our values tell everyone who we are as an organisation.

Our values make sure that our focus is clear for the challenges and opportunities ahead and remind us of what we all stand for.

Our values are evident in everything we do, how we do it and how we work together.

These are not just words on a wall, we live these every day in all our work. We are determined to make a difference when and where it matters most, by being passionate, focussed and making a lasting impact for people affected by dementia.



Determined to make a difference

We're passionate, we're focused and we make a lasting impact for everyone living with dementia.



Trusted expert

We're listening, we're learning and we use experience and evidence.



Better together

We're open, we combine our strengths and we achieve more together.



Compassionate

We're kind, we're honest and we don't shy away from challenges.

Through our values we will make the greatest difference for people affected by dementia. Whether you are someone living with dementia, a family member or carer, a supporter, a donor, a colleague from another organisation, an employee or a volunteer, these four values will shape your experience with Alzheimer's Society.

Security Operations Manager

Position in the organisation

Reports to the Head of Cyber Security.
Line Manages the Security Operations teams.
Member of our IT team.
Part of our Technology directorate.

Purpose of this role

At Alzheimer's Society we are advisors, supporters, fundraisers, researchers, influencers, communicators, technical specialist and so much more. We are volunteers, we are employees, and together we are here to make a difference to the lives of people with dementia and their carers.

The Security Operations Manager is a pivotal role in our security organisation, responsible for overseeing the daily operations of security infrastructure and ensuring the protection of our people, data and assets. This role involves managing teams that implement and maintain our security controls and those that respond. The Security Operations Manager will support the Head of Cyber Security in the delivery of the Society's Security Strategy.

We are looking for someone who exemplifies our values, someone who is: Determined to make a difference when and where it matters most. A trusted expert who believes in working Better together and demonstrates true Compassion.

Key accountabilities and responsibilities

This role aligns with SFIA 9 level 5 Security Operations (SCAD).

Duties will include:

- Oversight of security operations teams, procedures and documentation, ensuring adherence and effectiveness, including cloud security practices and automated threat responses.
- Review of actual or potential security breaches and vulnerabilities and oversight of prompt and thorough investigations, including recommending actions and appropriate control improvements.
- Management of the integrity and completeness of security records, ensuring timely support and adherence to established procedures across all security operations.
- Line management of the assigned team members, ensuring their skills and capabilities meet the current and future needs of the Society.
- Tracking and addressing operational security issues and providing reports to stakeholders.
- Oversight of security requirements for all Technology Services (including infrastructure, audio-visual services, end-user computing, enterprise applications, facilities and communications services) through planning, installation, maintenance, and acceptance of network components and services processes.

- Lead and deliver implementation and management of network security measures including access control, authentication, encryption and intrusion detection/prevention.
- Manage large-scale identity and access management initiatives and oversee the integration of identity and access management services with new technologies.
- Manage compliance of identity and access management systems and oversight of advanced monitoring and audit processes.
- Oversight and management of the security incident management process.
- Working with the SecOps and SOC teams to develop, continuously improve, maintain and regularly test incident management policy and procedures.
- Oversight and management of the implementation of robust security controls and processes across all domains of operational security, including physical, procedural, technical, and compliance measures.
- Ensuring security operations controls and processes adhere to relevant laws and standards including GDPR, Data Protection Act, Cyber Essentials, PCI DSS.
- Advising DevOps/DevSecOps to ensure security is integrated from the earliest design stages, through development, deployment, and into operations.
- Identify, assess and clearly communicate risks in the domains of operational security.

We are looking for someone who can...

- Adhere to all the Society's service standards, policies and procedures.
- Comply with the data protection regulations, ensuring that information on clients remains confidential.
- Be responsible for personal learning and development, to support the learning and development of others and the whole organisation.
- Work in a manner that facilitates inclusion, particularly of people with dementia.
- Implement the Society's health and safety policy and procedures, ensuring that all practices and procedures are undertaken in accordance with a healthy and safe working environment and that all staff and volunteers for whom you may be responsible are aware of their responsibilities in respect of their role, monitoring data and recommending action as required.
- Administrate and organise own work to ensure that it is accurate and meets quality targets, reasonable deadlines, and reporting requirements.
- Follow the Society's management information guidelines and requirements, including ensuring appropriate monthly measures on service usage levels are collected and submitted on the services database or other systems in accordance with deadlines.

Person specification and selection criteria

Skills & knowledge	Application (A) or Interview (I)
Applicable security certification, such as CISSP, ISSMP, MSc in Information Security or related field, or equivalent professional experience.	A
Applicable Microsoft security certification, such as SC-100, or CompTIA Security+ (SY0-701), or equivalent professional experience.	A
Demonstrable experience of working with and leading on the implementation of information Security standards (such as ISO 27000).	A
Strong stakeholder management skills.	I
Experience of successfully managing Security Operations within an organisation.	A
Teamworking skills, with demonstrable experience in working with varied stakeholders to deliver shared goals.	I
Excellent communication skills, including the ability to convey information security concepts in an accessible and engaging way to both technical and non-technical audiences.	I
Strong leadership skills with the ability to motivate and inspire staff to create a high performing team, encouraging skills development and learning.	I

Competencies & personal attributes	Application (A) or interview (I)
Be a team player, supporting colleagues when there are deadlines, and who knows when to ask for help themselves.	I
Be a self-starter and incredibly motivated.	I
Excellent organisational and timekeeping skills.	I
Excellent attention to detail.	I
Non-judgemental communication.	I
Commitment to and understanding of equal opportunities.	I
Understanding of the inclusion agenda and its relevance within a diverse society.	I

Follow us on Twitter and Instagram @Alzheimerssoc and Like us on Facebook or check out Alzheimer's Society YouTube channel [youtube.com/AlzheimersSociety](https://www.youtube.com/AlzheimersSociety)

Our benefits



Financial Security

- Group Personal Pension Plan with Scottish Widows – with up to 8% employer contribution rate
- Life Assurance Scheme – two times your annual salary
- Society Plus and Smart Spending App – giving you unbeatable savings at hundreds of retailers



Health & Wellbeing

- Health Cash Plan
- 24/7 Employee Assistance Programme including online and face to face counselling
- Discounted gym membership with Society Plus
- Lived Experience Networks
- Mental health app and unlimited therapy



Personal Development

- Apprenticeships
- Women in Leadership development programme
- Leadership development programme
- Financial support towards relevant professional qualifications



Family & Dependants

- Enhanced family leave – 16 weeks paid for all parents
- Paid time off work for fertility treatments for both partners
- Paid carers leave
- Paid dependants leave
- Paid compassionate and bereavement leave
- Paid time off work to support those transitioning



Recognition

- Annual people awards
- Long service awards
- Thank you eCards
- Values Hero and Society Legend Awards



Work Life Balance

- Annual leave of 27 days increasing to 30, plus bank holidays
- Career breaks of up to 3 months
- Flexible working
- Wellbeing leave