



Working with us:

Cyber Security Lead

Job Pack – October 2023



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A note from our CEO, Derek Mitchell

“Thank you for your interest in joining the Citizens Advice Scotland team. Our employees play a critical role in helping to make society fairer, and in supporting our network of Citizens Advice Bureaux across Scotland.

We hope this pack will give you the information you need to decide if a role with us is right for you. We rely on each member of the team to bring their own unique skills, experience, views and commitment to our goals – it’s that combination which makes our organisation what it is.

The Citizens Advice network in Scotland provides much-needed advice and information to people of all walks of life, on a huge range of issues. We give a piece of advice every 19 seconds – face to face, online and by phone. The services we and our members provide make a difference in communities across Scotland and the rest of Great Britain, ensuring people are aware of their rights. It’s a powerful thing to be part of.

We look forward to hearing from you if you decide to apply, and to learning more about what you can bring to this role, and to the team.”



Derek Mitchell, CEO
Citizens Advice Scotland



About Citizens Advice Scotland

The Citizens Advice network in Scotland is the largest independent advice service in the country. Citizens Advice Scotland is a charity within this network – we act as a national organisation supporting and representing the service as a whole and the interests of citizens.

At the heart of the network there are 59 individual citizens advice bureau organisations across Scotland, all operating as independent charities in their own right, and generally focusing on providing support directly to clients. Each of these organisations is a member of Citizens Advice Scotland. Also providing significant added value are the national elements of the service run out of Citizens Advice Scotland, such as the Extra Help Unit.

We believe that every citizen should have access to free, impartial and confidential advice that helps them make informed decisions, whenever they need it and however they choose to access it. Whether that's face-to-face, over the phone or online, people know that wherever they see the familiar blue and yellow of our brand, they are guaranteed the same high quality of free, impartial and confidential advice.

Citizens Advice Scotland is committed to promoting diversity and inclusion. We offer a range of family friendly, inclusive employment policies and flexible working arrangements to support all our staff. We are also committed to equality of opportunity for all and applications from individuals are encouraged regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage and civil partnerships.

Find out more at www.cas.org.uk.

Employee Benefits

Our people are our greatest strength and make Citizens Advice Scotland a great place to work. We place our people at the forefront of everything we do, and we offer a wide range of benefits to show how much we value everyone who works for us.

Work-life balance



- > **35 hour full time working week**
- > **Flexible working opportunities for everyone**
- > **Flexitime system**
- > **Blended/Hybrid Working**
- > **Generous leave:** 30 days annual leave + 10 days public holiday

Health and wellbeing



- > **Occupational Sick Pay:** up to 6 months full pay and 6 months half pay dependant on length of service
- > **Life Assurance Scheme:** financial security and reassurance for employees and their families.
- > **My Gym Discounts:** join gyms, health clubs, leisure centres, yoga studios, boot camps and outdoor activities at a discounted rate.
- > **Annual On-site Employee Health Checks**
- > **Employee Counselling Service**

Financial benefits



- > **Pension scheme:** save for your future with an 8% employer and 4% employee contribution.
- > **Capital Credit Union:** access ethical financial services with a credit union membership.
- > **Independent Financial Advice**
- > **Access to Employee Benefits/Discounts:** including special offers, discounts and deals from over 200 suppliers

Other benefits



- > **Generous Maternity, Adoption and Paternity Pay**
- > **Enhanced occupational Sick Pay**
- > **Family Friendly Policies and Support**
- > **Season ticket loans:** take out an interest-free season ticket loan to save on travelling to and from work
- > **Salary sacrifice schemes:** Various schemes including Cycle to Work and Home Technology schemes.
- > **Paid time off to volunteer**
- > **Learning and Developing Opportunities for all**

About the role

- > **Job title:** Cyber Security Lead
- > **Location:** Edinburgh/Glasgow office with options for blended working
- > **Hours per week:** 35
- > **Type of contract:** Permanent
- > **Job Level and Salary scale:** (Level 6) £ 36603- £ 44738 per annum*, commensurate with experience

*The successful candidate's salary will be determined in line with their skills and experience. New employees are normally appointed at the lower end of the salary scale and potential candidates should not expect to be appointed above the midpoint of the salary scale.

- > **Closing date:** 22 October 2023
- > **Interviews:** w/c 30 October 2023

About the job

The Cyber Security Lead will be responsible for the CAS cyber security programme and be the organisational expert on all things cyber-related. The post holder will play a lead role in improving the Cyber maturity of CAS and the wider CAB network. This role will work across the Technology and Digital department, CAS and the CAB network ensuring that Cyber Security is embedded throughout. The postholder will not have any direct line management responsibilities, however they will lead ad-hoc teams across individual projects as required by the business.

This role requires the postholder to have extensive technical skills and well-developed soft skills to ensure that not only are changes made, but that the change processes are managed effectively. The postholder must be comfortable working with colleagues from all levels of the organisation and have the ability to communicate the need for change in an authoritative yet collegiate manner. The post holder will ensure that all colleagues are included in our cyber security journey.

This role offers you the opportunity to work at the heart of supporting Scotland's largest independent advice network and to make an invaluable contribution to citizen's lives.

How to apply

To apply for this role, please send completed copies of the **Personal Details Form**, along with your current **CV** to: recruitment@cas.org.uk

In addition, we ask you to provide a **written statement** with examples which demonstrate how you meet the requirements of the post, as set out in the job description and person specification.

Equality & diversity monitoring

To help Citizens Advice Scotland monitor equality and diversity statistics please return the Equality & Diversity Monitoring Form **separate** from your other application documents by emailing it to: equalitymonitoring@cas.org.uk



Job description

- > **Position:** Cyber Security Lead
- > **Responsible to:** Head of Technology and Digital
- > **Line manager responsibility:** Indirect
- > **Budget responsibility:** Yes

Key responsibilities

- > Provide consultation, technical advice and guidance to colleagues across the CAS and the CAB network on all matters relating to Cyber Security.
- > Consult and advise on the secure design, build, implementation, testing and delivery of systems to ensure the secure operation and ongoing verification and validation of those systems.
- > Consult and advise stakeholders in assessing, understanding and managing cyber security risks in projects and operational systems, including meeting regulatory obligations.
- > Develop incident response capabilities for CAS and CAB.
- > Contribute to the adoption and maintenance of cyber security standards and guidance and the continuous improvement of internal Cyber Security processes, capabilities, and tools.
- > Work closely with the IT Infrastructure Manager, Applications Manager and End User Support Manager to reduce cyber risk across all CAS IT services and solutions.
- > Work in collaboration with the Data Protection team.
- > Lead project teams delivering cyber security solutions to the organisation.
- > Manage our security solutions.
- > Lead on all Cyber Security projects.
- > Liaise with internal customers and third-party suppliers.
- > Keep up to date with the NCSC guidance and implementation as required.
- > Manage the Cyber Essential and all other security related re-accreditation processes on an annual basis.

Accountability and Decision Making

- > Responsible for the delivery of the CAS Cyber Security programme.
- > Acts as the expert on Cyber Security matters within the organisation – advise the Head of Technology and Digital.
- > Expected to proactively identify areas of Cyber Risk and identify solutions

Problem solving and Complexity

- > Able to solve complex technical and operational issues by utilising their knowledge and experience in a pragmatic manner.
- > Problems are likely to be complex, requiring considerable analysis and option generation.
- > Problems faced may not have been faced previously and will require assessing risk versus reward, including internal and external impact.
- > The job holder is expected to have the expertise to resolve most Cyber related queries, with support the Head of Technology and Digital as and when required.

The above job description is not exhaustive and is clarified to include broad duties inherent in the post.

Person specification

Knowledge, skills and experience

Essential Qualifications

- > A degree or equivalent qualification in a relevant subject area or significant demonstrable experience.

Desirable Qualifications

- > Any relevant IT certification.
- > Experience of managing and implementing large scale infrastructure projects.
- > Experience of working with Scottish and Central Government organisations.

Essential Experience

- > Experience of Cyber Essentials and Cyber Essentials plus accreditation.
- > Working knowledge of the Scottish Governments Cyber Resilience Framework.
- > A robust understanding of information security management concepts to support solutions and processes.
- > Previous experience of working in a Cyber role in a complex organisation.
- > Extensive experience of Windows server administration.
- > Experience of MS365 from a security and data protection perspective.
- > Experience of enterprise-level cyber security technologies for use in complex environments, e.g. Sophos, Palo Alto, Clearswift, Fortinet.
- > A robust understanding of information security management concepts to support solutions and processes.
- > Experience of delivering change in a complex organisation.
- > Experience of vulnerability management processes such as Nessus scans, patching and remediation.
- > An understanding of GDPR legislation and how it relates to cyber security.
- > Ability to learn new technologies quickly.

Desirable Experience

- > Broad experience of working in a busy IT Department providing advice and guidance to colleagues across the business.
- > Experience of delivering Cyber Security training to staff and colleagues at all levels of an organisation.
- > Automation processing and scripting.
- > Working knowledge of Intune and Auto Pilot.

Personal Skills

- > Excellent communication and negotiation skills.
- > Focus and experience with providing services to meet the needs of the business.
- > Ability to effectively prioritise and execute tasks.
- > Confident in dealing with highly technical and complex problems.

Additional requirements

- > Occasional requirement to travel within Scotland.
- > Occasional requirement to work out with normal office hours.

www.cas.org.uk



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The Scottish Association of Citizens Advice Bureaux – Citizens Advice Scotland. Scottish charity (SC016637) and company limited by guarantee (89892)