

Cyber Security Operations Manager (Band 8a)

Recruitment Profile - This is a summary of the Job Description and Person Specification



Blood and Transplant

About the Role

In this role you will be responsible for:

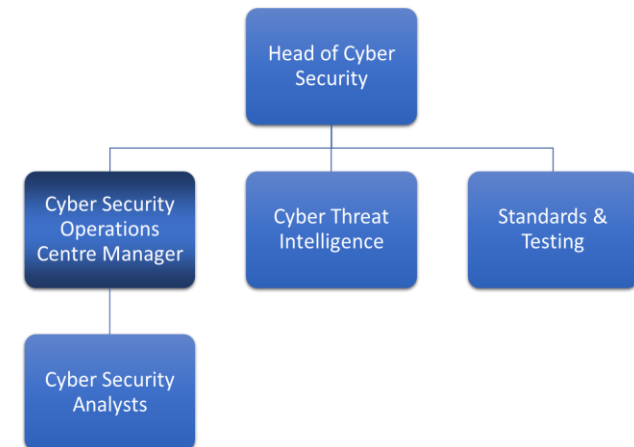
- Managing the NHS Blood & Transplant Cyber Security Operations Centre (CSOC) services staff and tools, to provide 24x7 Cyber Security Service
- Developing and enhancing the CSOC to reduce Cyber risks
- Representing NHS Blood & Transplant Cyber at internal and external forums
- Managing and maintaining the Cyber Security Area of Operation to keep work relevant
- Managing Cyber Security incident and event tickets in the CSOC
- Preparing and reviewing IT Changes which might impact Cyber Security posture
- Ensuring Cyber Tools are run in configurations that maintain or improve security posture
- Provisioning of relevant reporting against defined metrics new and old to demonstrate the effectiveness of CSOC
- Resolving Live Cyber Incidents to contain and mitigate Cyber Security Risk
- Covering the Head of Cyber Security role as required

You will be required to travel and spend time away from base, which will involve working irregular hours and overnight stays when required, with prior notice

You will be required to participate in the shift rota and on call rotas and to provide cover during operational emergencies

It is a condition of this role that you successfully obtain (or transfer in) UK Security Clearance (SC) Clearance.

Organisation Structure



About Us

Our three core principles are critical to our service, guiding everything we do and inspiring us to be the best.

- We **care** about our donors, their families, the patients we serve, and our people.
- We are **expert** at meeting the needs of those who use our service and those who operate it.
- We provide **quality** products, services and experiences for donors, patients and colleagues.

About You - This section details the personal attributes we require for this role. You will need to demonstrate these throughout the recruitment process

Behaviours and Values

- **Communicating** – Friendly and approachable, able to relate to staff, donors and patients from all backgrounds, promoting NHSBT positively
- **Collaborating** – Know the importance of your own behaviour and body language when communicating and working with others
- **Leading** – Professional in matters of confidentiality, security, integrity, honesty, performance, attendance and appearance
- **Customer focused** – Demonstrate and promote high standards of quality customer care to both internal and external customers
- **Performing** – Able to use and act on feedback from others on your performance and behaviour to increase your own self awareness
- **Innovating** – Consider, suggest and be open to alternative ways of working to make continuous improvements

Experience and Knowledge

- Experienced in managing an unpredictable and extraordinarily complex portfolio of work to high degrees of accuracy
- Robust and demonstrable Cyber Security skills to interpret threats and apply sensible and proportionate remediations at pace
- Knowledge of developing, codifying, and implementing complex hard technical controls, soft policy, and process controls, and demonstrating deep understanding of how they blend to deliver practical assurance to the live business operation and associated processes
- Demonstrable experience of matrix-managing resources from Suppliers OR within NHSBT to develop and deliver solutions and outcomes 'at pace' in both Operational, Strategic and Project working.
- Applicable knowledge of Cyber Security Frameworks and their translation within a heavily regulated environment
- Knowledge of relevant Law, Best Practices and Frameworks, and how they interact and operate within a Healthcare environment
- Experience and expertise in Business Continuity and Contingency planning, to contribute to the process of maintaining the Cyber Security Function in crisis or existential threat scenarios including threat and scenario modelling expertise

Skills and Abilities

- Be highly articulate and credible, consistently influencing and delivering inspiring, engaging, and meaningful information regarding future direction
- Build collaborative relationships and solve issues by engaging the right people at the right time
- Lead the CSOC team, accepting responsibility for achievement of business objectives and creating a shared sense of ownership for service delivery
- Engage widely with customers to seek input into setting strategic objectives and identifying new ideas and improved ways of working
- Demonstrate strong leadership, influence, and accountability for the achievement of results
- Recognise when change is required and demonstrate personal ownership for pursuing, communicating, and implementing the change, whilst minimising the motivational impact on others

Qualifications and Training

- Educated to master's degree level in a suitable Computer or related technical subject OR equivalent demonstrable experience.
- Technical certification in suitable technologies such as CISCO networks, Microsoft Technologies, Oracle Cloud Infrastructure Security, Splunk! SIEM (Security Incident and Event Management) or willing to undertake same
- Demonstrate commitment to own continued professional development (CPD)

