



# Royal College of Art

Postgraduate Art & Design

## JOB DESCRIPTION

<b>Post:</b>	Information Security Manager
<b>Department:</b>	IT, Library, and Technical Services (ILTS)
<b>Grade:</b>	10
<b>Responsible to:</b>	Head of ICT
<b>Location:</b>	All 3 sites

### Background:

The Royal College of Art is the UK's only entirely postgraduate university of art and design, dedicated to teaching, research and knowledge exchange with industry.

The College's 1967 Royal Charter specifies that the College's purpose is "to advance learning, knowledge and professional competence particularly in the field of the fine arts... through teaching, research and collaboration with industry and commerce". Over 50 years on, the College remains in the vanguard of creative enquiry, and in 2019/20 the College will have around 2,300 students from more than 75 countries. Applications are strong, and the College's strategy sets out an ambitious plan both to increase student places to 3,000 by 2021 and to launch new programmes underpinned by its world-class research.

The College is located on three sites in central London, in Battersea, Kensington, and White City. The RCA recently launched GenerationRCA which will propel the University's radical new academic vision by focusing on three key pillars: 'Place, Projects and People'. This programme will see the RCA transform its campuses and the ways in which the university teaches, researches and creates. It includes the construction of the Herzog & de Meuron-design flagship building in Battersea and introduction of future programmes centred on nano and soft robotics, computer science and machine learning, materials science and the circular economy.

As well as welcoming students from around the world, the College's global dimension is enhanced through extensive links with business and industry and its partnerships with leading art and design, cultural and educational institutions including, among many others, its neighbours in Kensington (Imperial College London, the Victoria & Albert Museum, the Royal College of Music, the Science Museum, and the Natural

History Museum). The College staff, together with innovative forms of teaching and learning, dedicated technical facilities and research centres, all contribute to create an exceptional creative and intellectual environment and a remarkable record of graduate employment. Numerous eminent graduates have created far-reaching impact and influence, and the College boasts such noteworthy alumni as Sir James Dyson, Thomas Heatherwick, David Hockney, Tracey Emin, Christopher Bailey, Julien McDonald, Margaret Calvert, Alison Jackson, Idris Khan, Sir Quentin Blake, Sir David Adjaye, Suzie Templeton and Sir Ridley Scott.

ICT is one of the service divisions of IT, Library, and Technical Services (ILTS), a cross-college department, which includes the Library, Archives and Collections, Technical Services and Digital Development.

**Purpose of the Post:**

The Information Security Manager (ISM) working within the Information & Communication Technology (ICT) Team will play a critical and highly active and hands on role within the College in the preparation and delivery of a suitable and highly robust information security programme that identifies and addresses security and privacy risks.

The ISM will take responsibility for managing the process of gathering, analysing and assessing the current and future information security and privacy threats to the College, as well as maintaining and monitoring information security best practices as they develop.

The ISM will provide overall leadership for and oversight of the development, operation and continuous improvement of the information security processes, procedures, policies, documentation and guidance which comprise the College's information security management systems and ensure compliance with appropriate standards.

The post holder will build strong working relationships with colleagues across ILTS based on a collaborative, productive, and highly flexible approach in the delivery of services and solutions, and will be expected to move rapidly at times to deliver multiple and competing projects and tasks.

The post holder will work with senior stakeholders across the College to drive the information security agenda and ensure that it meets complex information security demands, and will act to ensure that security controls are incorporated into all projects at the design stage and that expectations are clearly defined and agreed.

## **Main Duties and Responsibilities:**

### **Strategic Support**

Support the Head of ICT in the planning and development of an appropriate five-year ICT plan, its integration into the wider ILTS plans and other school, departmental, and institutional frameworks.

Lead on the preparation and implementation of a suitable information security plan outlining the development of information security services, systems, and policies, to be incorporated into the wider ICT five-year plan.

Lead on the response to, and preparation and completion of institutional Information Security audits as and when required.

Manage the process of gathering, analysing and assessing the current and future threat landscape, providing a realistic view of risks, threats and priorities in the enterprise environment.

Work closely with the Data Protection, Records and Information Manager to ensure that the College can fulfil its obligations with regards compliance, governance, and regulatory and statutory objectives.

Lead on the preparation, implementation, monitoring, reporting, and enforcement of information security policies across the College.

Take a leading role in the ongoing development of the Information Security Working Group (ISWG), supporting the Chair directly in the preparation of agenda items, dissemination of associated documents, communication with attendees, and engagement with other senior officials which ISWG reports into on an as required basis.

### **Architecture and Operational Support**

Coordinate with internal stakeholders across the College and external suppliers to ensure the design and development of solutions that match agreed security architectures.

Consult with colleagues across ILTS to ensure that security is factored into the evaluation, selection, installation and configuration of hardware, applications, and software as part of a Privacy by Design and Default approach.

Take an active hands-on role in the selection, development and operation of College systems and technical architecture and advise on suitability of the design, tools, activities, control measures and processes which are required to mitigate known and emerging risks and comply with relevant legislation.

Research, evaluate, design, test, recommend and plan the implementation of new or updated information security hardware or software, and analyse its impact on the existing environment; Provide technical managerial expertise for the administration of security tools.

Maintain an effective security incident management plan; Lead and coordinate responses to Cyber Security incidents and investigations, including computer forensics for evidence gathering and preservation; Ensure appropriate and effective engagement with individuals concerned and liaison with external agencies when required.

Maintain awareness of best practice and current thinking in information, IT and cyber security, e.g. engaging with leadership bodies such as NCSC and JISC.

Ensure an effective programme of vulnerability and compliance assessment of ICT systems and processes is in place, ensuring threats to the College's systems and data are identified, remediated or mitigated.

Act as the College's nominated JANET Computer Emergency Response Team (CERT) contact.

### **Stakeholder Engagement**

Establish and maintain credibility with stakeholders at all levels of the organisation, building effective working relationships and managing expectations.

Act as a critical friend to the College, promoting good security practices around information security throughout the College and its change programmes.

Produce effective Cyber Security guidance documentation and user awareness training media, and when and where possible actively work to disseminate and share best practice with users across the College, either through induction, workshop, or direct engagement.

### **Request and issue handling and resolution**

Act as a point of contact for staff, students and external individuals for all enquiries and incidents relating to information security, responding to queries by telephone, email and in person in a courteous and effective manner.

Assist all users in a professional and consistent manner, aiming to resolve the majority of enquiries and issues upon first contact.

Where appropriate, properly and accurately transfer or escalate issues to other ILTS support colleagues and/or to the appropriate department in the case of queries outside the remit of ILTS using established workflows.

Promptly and accurately document and record queries and incidents by all methods in use.

Proactively track the progress of support calls, keeping users and/or relevant

staff informed and ensuring consistent and timely responses and resolutions are delivered.

## **Service management and improvement**

Assist users in a professional manner, following agreed procedures for incidents, service requests and standard changes within agreed service level tolerances, remotely and via on-site visits.

Establish and maintain familiarity with all ILTS areas and College systems and infrastructure and proactively develop knowledge relating to changes, new systems and devices brought into operation to ensure help desk information is kept relevant and up to date.

Promote a service management culture by working with the ILTS teams and other departments to develop and embed good service management process and practice.

Contribute to the creation of articles and ongoing maintenance of the knowledge management system.

## **Additional responsibilities**

Support the inventory of IT assets.

Comply with all Royal College of Art policies and procedures.

Take a leading role in the development and ongoing support of departmental and College wide Risk assessment and DR/BCP planning.

Undertake any other duties consistent with the role as required and in agreement with the line manager.

## **Person specification:**

### **Essential**

- Educated to degree level or equivalent experience
- Professional industry standard qualification such as MSc or equivalent
- A qualification in computing at professional level or equivalent experience
- At least one relevant professional qualification from ITIL (IT Infrastructure Library)
- Knowledge and experience of assurance frameworks and models such as PCI DSS, ISO27001 and ISO27002
- Proven experience of supporting the Identification, assessment, analysis and management of risk in the field of Information and Cyber Security
- Proven experience of developing and supporting information/cyber security across a multi-site multi-discipline environment within a diverse user community
- Proven experience of developing and implementing a range of appropriate security policies and best practice procedures
- Substantial proven experience and knowledge of dealing with digital forensic investigations related to breaches of network security
- Significant knowledge and understanding of current and emerging security policies, regulations and legislation with a particular emphasis on GDPR and other emerging policies and guidance from bodies such as NCSC which may affect the College
- Proven experience of supporting research environments with specialist security requirements
- Proven ability to troubleshoot and to problem solve independently
- Experience of working within an ITIL and/or service-oriented environment
- An ability to communicate ideas clearly and persuasively, explaining complicated matters simply, tailoring delivery methods/media to suit the audience's needs and understanding
- An ability to lead and develop internal networks, actively seeking to build productive and enduring relationships between teams to strengthen working relationships and foster collaboration, influencing events or decisions
- Proven organisational, time management and planning skills with the ability to prioritise in a busy environment with competing demands

### **Desirable**

- Professional industry standard qualifications such as CISSP, CISM etc, or equivalents
- Appropriate professional body membership or certification of skills
- Experience of developing and supporting network security platforms and applications and utilising them to ensure best practice is delivered
- Knowledge and experience of implementing and/or supporting DR/BCP process and practice
- Knowledge and experience of supporting a range of tools in the

- administration and support of ICT security best practice
- An ability to present compelling arguments to influence and negotiate satisfactory outcomes
  - Knowledge and experience of supporting other network services or systems such as core and edge switching, VoIP telephony, Wifi, print etc
  - Knowledge and/or experience of using helpdesk workflow tools and/or online helpdesk systems
  - Experience of working in Higher Education
  - Experience of establishing or embedding new process and practice to improve efficiency and productivity
  - Experience in the field of art, design and communication
  - Practical experience of developing and maintaining technical and procedural documents
  - Ability to provide basic and introductory information to colleagues that are new to the department e.g. As part of a staff induction programmes

#### **Additional information**

- Salary working five days per week, all year round £54,214 - £60,673 per annum inclusive of London Allowance.
- Normal hours will total 35 per week over five days, 9.30am to 5.30pm with an hour each day for lunch.
- 30 days annual leave plus extended breaks at Christmas and Easter.
- A contributory defined benefit pension scheme and interest free season ticket loan are available.
- Location: All three sites

**JULY 2019**

## **PAY & BENEFITS**

### **Pension**

The Royal College of Art is a member of the Superannuation Arrangements of the University of London (SAUL) which is a contributory defined benefit pension scheme. The college will contribute a sum equal to 16% of your salary while you pay 6%.

### **Holiday**

6 weeks' (30 days) paid leave a year plus bank and public holidays normally observed in England and Wales. In addition, the college is normally closed for six days a year, one day either side of Easter and the remainder between Christmas and New Year.

### **Season ticket loans**

Interest-free loans are available for staff to purchase annual season tickets.

### **Enhanced maternity and adoption pay**

Qualifying employees are entitled to enhanced maternity/adoption pay: 26 weeks' full pay, 13 weeks Statutory Maternity/Adoption Pay. This compares to the statutory provision of 90% of average pay for 6 weeks followed by Statutory Maternity/Adoption Pay for 33 weeks.

### **Enhanced paternity pay**

Qualifying employees are entitled to two weeks' paternity leave entitlement at full pay. This compares to the statutory provision of two weeks' pay at the statutory rate.

### **Enhanced sick pay**

Occupational sick pay after six months' service is three months' full pay/three months' half pay.

### **24/7 confidential support**

Staff and family members in their household have access to a free, external confidential support service for work, financial, legal, family and personal problems 24 hours a day, 365 days a year.

### **Occupational health**

Occupational Health support for the College is provided by Imperial College's occupational health service at their South Kensington Campus.

### **Cycle to Work Scheme**

The Royal College of Art has signed up to the Cycle to Work Scheme – part of the government's Green Transport Initiative – which allows employees to make significant savings on purchasing new bikes and safety equipment.



**Life Cover**

Active members of the SAUL pension scheme automatically receive life cover. A lump sum of four times your salary together with a refund of your contributions and a 2/3 pension for your dependent/spouse is payable should you die whilst in employment.

**Library**

All staff are welcome to join the college library.

**Events**

All staff are welcome to attend exhibitions, lectures and private views held by academic schools and programmes.