JOB DESCRIPTION

Post: Information Security Manager

Department: IT, Library and Technical Services (ILTS)

Grade: 10

Responsible to: Head of IT

Location: IT Team, all sites

Background:

The Royal College of Art is the world's leading institution of art and design. Specialising in teaching and research, the RCA offers degrees of MA, MPhil, MRes and PhD across the disciplines of architecture, arts & humanities, design and communications.

A small, specialist and research-intensive postgraduate institution based in the heart of London, the RCA provides 2000 students with unrivalled opportunities to deliver art and design projects that transform the world.

The RCA's approach is founded on the premise that art, design, creative thinking, science, engineering and technology must all collaborate to solve today's global challenges.

The institution employs around 1000 professionals from around the world – professors, researchers, art and design practitioners, advisers and visiting lecturers – to teach and develop students in 30 academic programmes. RCA students are exposed to new knowledge in a way that encourages them to experiment.

The RCA runs joint courses with Imperial College London and the Victoria & Albert Museum.

InnovationRCA, the institution's centre for enterprise, entrepreneurship, incubation and business support, has helped over 70 RCA business ideas become a reality that has led to the creation of over 750 UK jobs.

The RCA GenerationRCA campaign, launched in 2019, sees the College transform its campuses and the ways in which the College teaches, researches and creates. It includes the construction of the Herzog & de Meuron-design flagship building in Battersea and introduction of future programmes centres on nano and soft robotics, computer science and machine learning, materials science and the circular economy.

Alumni include David Adjaye, Christopher Bailey, Monster Chetwynd, David Hockney, Tracey Emin, Thomas Heatherwick, Lubaina Himid, Clare Waight Keller and Rose Wylie. The RCA was named the world's leading institution of art and design in the QS World Rankings 2021 for the seventh consecutive year.

The IT Team 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.

The Information Security Manager 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 Colleges Information Security Management Systems and ensure compliance with appropriate standards.

The role requires liaison with IT services staff to ensure that the appropriate technical solutions are in place and that these are rigorously tested and reviewed, and with the wider College to ensure adherence to policies and standards and promote appropriate behaviour in the use of IT. The post holder will be required to build effective relationships at all levels within the College.

Purpose of the post:

- To take oversight of the College's 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.
- To 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.
- 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
- To act as a critical friend to the College, promoting good security practices and ensuring good practice around information management and governance throughout the College and its change programmes.
- To coordinate with internal teams, Schools and departments throughout the College and external suppliers to ensure the design and development of IT solutions that match agreed security architectures.
- To ensure an effective programme of vulnerability and compliance assessment of IT systems and processes is in place, ensuring threats to the College's systems and data are identified, remediated or mitigated.
- To support colleagues in reducing and/or mitigating risks in the area of data protection.
- To produce effective Cyber Security guidance documentation and user aware training media.
- To establish and maintain credibility with stakeholders at all levels of the organisation, build effective working relationships and manage expectations.
- To maintain an effective security incident management plan; Lead and coordinate 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.
- To lead the selection, implementation and operation of cyber security services and solutions.

- To take a leading role in the development and ongoing support of departmental and College wide Risk assessment and DR/BCP planning
- Act as the College's nominated JANET Computer Emergency Response Team (CERT) contact
- To support the Head of IT in the planning and development of an appropriate five year IT plan, its integration into the wider ILTS plans and other school, departmental, and institutional frameworks
- To build knowledge of the College operations and security architecture to enable consistent and valued security advice.

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 IT security, responding to queries by telephone, email and in person in a courteous and effective manner
- Provide assistance to 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
- To perform such duties consistent with your role as may from time to time be assigned to you anywhere within the University

Service management and improvement

- To provide assistance to 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
- Carry out risk assessments as required in respect of Health & Safety and security and take any necessary actions to ensure a safe working environment
- Undertake any other duties consistent with the role as required and in agreement with the line manager

Qualifications

Essential
- Educated to degree level or equivalent experience
- At least one relevant professional qualification e.g. ITIL (IT Infrastructure Library), Prince2 Project Management

Desirable

- Appropriate professional body membership or certification of skills
- Professional industry standard qualifications such as CISSP, CISM etc, or equivalents

Person specification:
Essential

- 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 supporting network security platforms and applications and utilising them to ensure best practice is delivered
- 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
- Experience of working within 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
- 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

- 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 IT security best practice

- An ability to present compelling arguments to influence and negotiate satisfactory outcomes.
- Knowledge and/or experience of using helpdesk workflow tools and/or online helpdesk systems
- 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 5 days per week: £55144 -£61719 per annum inclusive of London Allowance.
- Normal hours will total 35 hours per week over 5 days, 9.30am to 5.30pm with an hour each day for lunch.
- 30 days annual leave per annum pro rata, plus extended breaks at Christmas and Easter.
- Location all three sites. Battersea, Kensington and White City.

AUGUST 2021

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
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. Part-time staff will be entitled to the pro rata equivalent.

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.

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.