



Head of Cyber Security

Job pack

Thanks for your interest in working at Citizens Advice. This job pack should give you everything you need to know to apply for this role and what it means to work at Citizens Advice.

In this pack you'll find:

- Our values
- 3 things you should know about us
- Information about the team, organisation and role
- The role profile and person specification
- The benefits of working at Citizens Advice
- Our approach to equality and diversity

Want to chat about this role?

If you want to chat about the role further, you can contact Tim Wisniewski, Director of Technology by emailing tim.wisniewski@citizensadvice.org.uk

Our values

Purpose driven - we always focus on the people who need our help

People focused - we recognise, value and reward contributions and talents in an open, fair and meaningful way

Collaborative - we build relationships across teams and locations to foster innovation and inclusive ways of working

Transparent - We're open and honest, sharing information early and often whenever we can

3 things you should know about us

1. We're local and we're national. We have 6 national offices and offer direct support to people in 279 independent local Citizens Advice services across England and Wales.

2. We're here for everyone. Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.

3. We're listened to - and we make a difference. Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

How our organisation works

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 300 local Citizens Advice members.

This role sits in the national charity, which includes

- 950 national staff working in one of our 6 offices or as homeworkers, or as part of the Witness Service from over 240 courts across England and Wales
- 3000 Witness Service volunteers

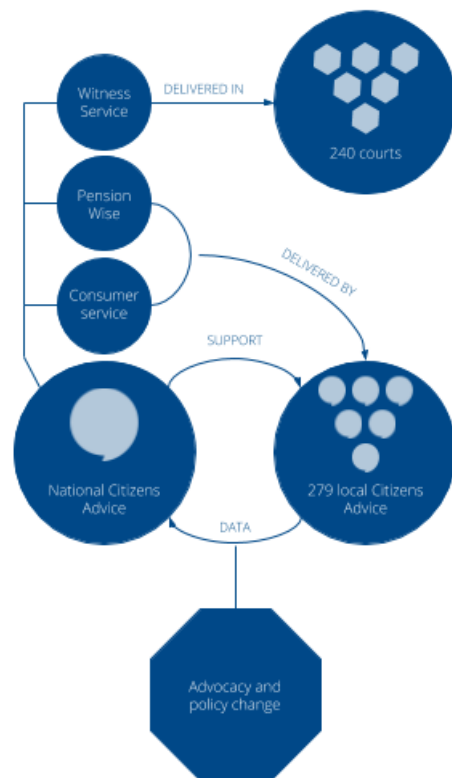
Our network members are all independent charities, delivering services from

- over 600 local Citizens Advice outlets
- over 1,800 community centres, GPs' surgeries and prisons

They do this with:

- 6,500 local staff
- over 23,000 trained volunteers

Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30 minute drive of where they live.





The team

The role you're applying for is in the **Design, Data, and Technology** directorate and in the **Technology** team. Here are some ways you can find out more about us:

1. [Citizens Advice - for everyone, for 80 years](https://wearecitizensadvice.org.uk/for-everyone-for-80-years-98601c688814)
(<https://wearecitizensadvice.org.uk/for-everyone-for-80-years-98601c688814>)
2. [Beyond the job pack: 4 staff describe what it's like to work at Citizens Advice](https://wearecitizensadvice.org.uk/beyond-the-job-pack-305976d4b8d7)
(<https://wearecitizensadvice.org.uk/beyond-the-job-pack-305976d4b8d7>)
3. [The way we use digital technology](https://wearecitizensadvice.org.uk/if-you-push-beyond-digital-what-happens-next-f31a763f6310)
(<https://wearecitizensadvice.org.uk/if-you-push-beyond-digital-what-happens-next-f31a763f6310>)
4. [Our work on the customer journey](https://wearecitizensadvice.org.uk/how-were-putting-users-at-the-heart-of-our-services-9994ba706793)
(<https://wearecitizensadvice.org.uk/how-were-putting-users-at-the-heart-of-our-services-9994ba706793>)
5. [Our product strategy](https://medium.com/@kyliehavelock/connecting-people-with-the-best-advice-2c84ceab772f)
(<https://medium.com/@kyliehavelock/connecting-people-with-the-best-advice-2c84ceab772f>)



The role

At Citizens Advice, the trust our clients place in us is paramount. We don't just want people to trust us with their data - we want people to be *right* to trust us with their data. We have ambitious plans to develop a more seamless customer experience, and to provide more tailored advice online - and we want our commitment to security and data privacy to run throughout this work. We also want to embed security into the way we approach remote working in the new, post-Covid landscape. And we want to ensure we have a strong understanding and practices around security not just in our central technology teams, but running across the local Citizens Advice network.

To support these ambitions, we're reimagining the security function at Citizens Advice. We need a robust capability and best-in-sector expertise in cybersecurity. But beyond that, we want to shift our culture to enable our teams to build software and infrastructure that is secure by design. We want security to act as more than just a gate at the end of our technical or business processes, but rather to be a guiding principle from the start.

We want to find a brilliant candidate for this role, so we want to attract a diverse field of applicants. We particularly welcome applications from women and people whose gender isn't easily described by the man-woman binary, from Black, Asian and ethnic minority people, from disabled people, from people with marginalised or minoritised neurotypes, and from anyone traditionally underrepresented in technology. We are a flexible employer, so this role may suit working parents or people returning to work after raising children. If you are disabled and meet our minimum criteria you will be guaranteed an interview for this role.

We are committed to user-centred design, and we want this to shape how we approach security too. We recognise, for example, that security risks manifest just as often from hard-to-use or non-intuitive software as they do from weak technical standards. We also want security to be an enabler rather than a barrier to the outcomes we're trying to achieve. To make our employee experience better in a remote world, for example, we want to commit more fully to principles like zero-trust networking, and to ensure parity of experience between staff based in offices and those who work remotely. We also want to develop scalable ways to improve the security posture of our network of 200+ local Citizens Advice around the country—with varying needs and technology capability—to ensure that clients are right to trust us with their data.

As Head of Cyber Security, you'll lead these efforts with the full support of our Director of Technology and wider leadership team, as part of a diverse and socially committed team of people who believe in using technology for good.

If you're interested in our work, you can read more about Citizens Advice at wearecitizensadvice.org.uk



Role profile

Band	Head of Service - Mid	
Reporting to	Director of Technology	
Proficient salary	£82,000 (plus £3,520 London allowance if applicable)	
Location	Flexible within England & Wales	No travel required
Team overview	The security team sits in the technology team, owning the organisation's approach to cybersecurity, collaborating particularly closely with the Software Engineering and Workforce Technology teams	
Role purpose	To develop and own the organisation strategy and guiding principles with respect to cyber security and to manage the security team.	

Responsibilities

Key accountabilities	Key elements/Tasks	% of Time
Lead the organisation's approach to cyber security	<ul style="list-style-type: none">• Working collaboratively with colleagues, lead the organisation's efforts to ensure that clients are right to trust us with their data• Lead on the organisation's approach to cybersecurity risks, working with the Director of Technology to manage these risks appropriately, with the support of the Technology Committee and Privacy Risk Management Board• Develop and lead robust processes for managing cyber security incidents	30%

	<ul style="list-style-type: none"> • Ensure our teams have the necessary skills and awareness around cyber security, taking a balanced, evidence-based, user-centric approach • Support teams to develop and run cyber incident exercises • Determine which standards, laws, and certificates are required or desirable for the organisation in relation to cyber security, and oversee relevant compliance measures • Develop proportionate processes and interventions to consider the security of commercial products and services we use • Stay abreast of the latest practice in cyber security and sighted on newly emerging risks and risk mitigation strategies 	
Enable teams to build software and infrastructure that is secure by design	<ul style="list-style-type: none"> • Work in an empowering way, equipping teams to make good decisions with respect to cybersecurity • Minimise bottlenecks by developing processes and guiding principles that ensure data protection, vulnerability management, security architecture, security engineering, and socio-technical security design is embedded into how we work • Strike a careful balance between a centralised security capability or procedural gate vs enabling team autonomy by developing our security culture, and keep this balance under frequent review 	25%
Develop our cyber security function and manage the team	<ul style="list-style-type: none"> • Identify and develop the roles that are appropriate to our organisation, enabling us to further apply zero-trust networking principles, build DevSecOps culture, conduct red and blue team exercises (attack and defence), and advise local offices of varying technical capability • Recruit and manage a diverse, talented, and socially motivated team of 4-5 people 	30%

	<ul style="list-style-type: none"> ● Build a user-centred team culture that balances security with the impact on the user experience, the value of technology, cost, complexity, and sustainability ● Develop an appropriate way to embed security team members into teams—engineering, infrastructure, and technical support—and balance that with the need for cross-cutting, central focus ● Lead by example on our commitment to equity, diversity, and inclusion, fostering an environment in which everyone can bring their full self to work ● Contribute actively to the close-knit leadership team that together oversees our design, data and technical functions, taking part in leading and facilitating team-wide events and forums 	
Provide organisational leadership on cybersecurity	<ul style="list-style-type: none"> ● Show leadership on cybersecurity, helping colleagues across the organisation’s Senior Leadership Team to understand and discharge their responsibilities with respect to cybersecurity ● Design the bridges between cyber security and other parts of the organisation, e.g. personnel security, physical security, risk management, and information governance ● Support the Director of Technology and Executive Team to understand the organisation’s exposure to risks related to cybersecurity and to make appropriate decisions with respect to risk mitigation 	10%
Other	<ul style="list-style-type: none"> ● Deputise for senior staff, and supervise staff as required from time to time ● Undertake any other duties as may be reasonably required within the scope of the role ● Comply with Citizens Advice policies and procedures, including health and safety and recruitment 	5%



Person specification

Essential criteria

- Experience as a cyber security leader, influencing, inspiring, and bringing others along with you to improve the security of an organisation
- Strong understanding of modern cyber security principles, vectors, and remediations, both from a technical and social/organisational perspective
- Ability to communicate technical nuances and jargon—explaining technical decisions, trade-offs, and risks—tailored for audiences of varying technical background
- Experience working on multidisciplinary teams in an agile way, minimising upfront investment and risk, working toward minimum viable products, and adapting the plan based on real-world observations
- Demonstrated ability to make difficult decisions pragmatically and proportionately, balancing risk with impact on users, cost, and sustainability
- Savvy about how to influence and empower behaviours across teams and colleagues beyond your direct control
- Able to work under pressure, to tight deadlines

Desirable criteria

- Experience building and managing a team
- Strong understanding of the modern web application stack (e.g. application layers, databases, cloud infrastructure, CI/CD, container orchestration)
- Strong understanding of the technologies underpinning our infrastructure services—including local and wide area networking, telephony, servers and storage, identity providers, mobile device management, the SaaS and PaaS marketplaces
- Experience owning operational relationships with suppliers, making sure services and products offer good value for money



Terms and conditions

1. **PROFICIENT SALARY:** As advertised

Appointment may be at an initial salary level (90 or 95% of the proficient salary) or at the proficient salary, depending upon skills and abilities as assessed during the recruitment process.

If you are a designated essential car user, you will receive an Essential Car User Allowance payment in addition to your salary.

2. **ANNUAL/TOTAL LEAVE**

Annual leave is 26 days pro rata per annum from 1st January to 31st December, plus 4 fixed days (normally over Christmas and New Year). Additionally, there is Long Service Leave of 1-5 days after 3-7 years service.

3. **PENSION SCHEME**

Citizens Advice provides a Group Stakeholder scheme. Further details of this scheme will be provided to the successful applicant at offer and contract stage.

4. **LEARNING AND DEVELOPMENT**

Citizens Advice has a co-ordinated staff training and development strategy. This will mean that training for your current job, and future career developments relevant to Citizens Advice will be provided and you will be encouraged to take an active role.

5. **INTEREST FREE LOANS**

Interest-free loans are available to purchase season tickets for travel, and for career development purposes. If you are a designated essential car user, interest-free car loans are also available.

6. **SALARY SACRIFICE SCHEMES**

Citizens Advice offers salary sacrifice pension and operates a Cycle to Work scheme which provide a tax-efficient method for employees to contribute to their personal pension or purchase a bicycle for commuting to work.

7. **DISCLOSURE AND BARRING SERVICE CHECKS (DBS)**

Some Citizens Advice positions may require the successful candidate to undergo a DBS check.

8. EQUALITY AND DIVERSITY

Citizens Advice recognises the positive value of diversity, promotes equality and challenges unfair discrimination. We recognise people with different backgrounds, skills, attitudes and experiences bring fresh ideas and perceptions, and we wish to encourage and harness these differences to make our services more relevant and approachable. Citizens Advice will not discriminate or tolerate discriminatory behaviour on the grounds of race, colour, sex, transgender, disability, nationality, national or ethnic origin, religion or belief, marital/partnership or family status, sexual orientation, age, social class, educational background, employment status, working pattern, trade union membership or any other irrelevant factor in any aspect of employment.

Our values include a commitment to equality and fairness, and to valuing each other. All our employees are expected to have read and understood our Equality and Diversity Policy and to ensure they behave in accordance with its principles. Breaches of the policy may lead to disciplinary action.

9. DIGNITY AT WORK

Citizens Advice is committed to providing a culture in which all staff value each other and are able to work together to their full potential in an inclusive environment free from harassment, bullying and other unacceptable forms of behaviour. Unacceptable behaviour in the workplace will be actively dealt with, all complaints will be taken seriously, confidentiality will be respected and victimisation of those that raise complaints will not be tolerated.

Our values include commitments to work together and value each other - all our employees are expected to have read and understood our Dignity at Work Policy and to ensure they behave in accordance with its principles. All staff are responsible for helping to create and maintain a positive and inclusive working environment free from bullying and harassment. All managers have a particular responsibility for ensuring a supportive and inclusive working environment in which dignity at work is actively promoted.

10. PROBATIONARY POLICY

New appointments are subject to a six months probationary period. Performance is reviewed after three months and again after six months. At the

end of the probationary period the outcome of the assessment may be confirmation of post; notice of dismissal; or at Citizens Advice's discretion, an extension of the probationary period by a further three months.

11. POLITICAL IMPARTIALITY

An important part of the principle of impartiality is that Citizens Advice staff are seen to be upholding the principle of party political impartiality. To avoid possible misunderstanding or possible conflicts of interest guidelines have been established on staff taking part in party political activities. If you currently hold, or are intending to stand for local or national party political office, we will expect you to tell us about this if shortlisted for interview.

13. LOCATION

As advertised

14. EMPLOYMENT STATUS

As advertised

15. FLEXIBILITY

Our roles are open to discussion about flexible working, which may include arrangements such as part-time working, formalised flexitime, fixed (non-standard) working hours, working from home and job-sharing.

16. HOURS OF WORK

As advertised

Normal full time working hours are 9 - 5.15, Monday to Friday, although these hours may vary from week to week to meet the needs of the job. Staff may be able to agree a different working pattern with their manager.

Citizens Advice is an operating name of The National Association of the Citizens Advice Bureaux.



What we give our staff

We value the people who work here - and we show that in what we offer. As well as things like annual leave and our workplace pension, working at Citizens Advice means getting access to many benefits.

- **A commitment to your development.** We have a coordinated staff training and development strategy. This means that training will be provided both for your current job and for your development.
- **Employee assistance programme.** Everyone working at Citizens Advice has immediate access to professional and completely confidential counselling and legal advisory services.
- **Interest free loans.** We offer loans for travel season tickets, and for career development purposes. We offer interest free car loans if you're a designated car user.
- **Support when things in your life change.** We'll be there for you with options for flexible working, career breaks, and support for parents and carers.
- **Great everyday deals.** Working at Citizens Advice gives you access to a number of deals and discounts via our Your rewards discount scheme.

You can find out more about what we offer our employees [on our website](https://www.citizensadvice.org.uk/about-us/job-and-voluntary-opportunities/citizens-advice-job-opportunities/citizens-advice-staff-benefits/):
<https://www.citizensadvice.org.uk/about-us/job-and-voluntary-opportunities/citizens-advice-job-opportunities/citizens-advice-staff-benefits/>



Equality and diversity at Citizens Advice

Citizens Advice is fully committed to stand up and speak up for those who face inequality and disadvantage. We want this to be reflected in the diversity of the people who work for us.

To help us achieve this, we aim to make our recruitment process as fair as it can be. We also offer support to disabled candidates to make sure no one loses out

on a role because of their condition.

- **We judge the application, not the person.** The select panel won't see your personal details. This makes sure each person's response is judged on its merits and not on their background.
- **We offer a guaranteed interview scheme.** If you have a disability and your application meets the minimum criteria for the post, we'll interview you for it. [Find out more here:](https://www.citizensadvice.org.uk/about-us/job-and-voluntary-opportunities/citizens-advice-job-opportunities/guaranteed-interview-scheme/)
<https://www.citizensadvice.org.uk/about-us/job-and-voluntary-opportunities/citizens-advice-job-opportunities/guaranteed-interview-scheme/>
- **We're a Disability Confident employer.** We're committed to changing attitudes towards disability, and making sure disabled people have the chance to fulfil their aspirations. [You can find out more on:](https://www.gov.uk/guidance/disability-confident-how-to-sign-up-to-the-employer-scheme)
<https://www.gov.uk/guidance/disability-confident-how-to-sign-up-to-the-employer-scheme>
- **We're part of the Equality and Diversity Forum.** This means we're committed to progress on age, disability, gender, race, religion and belief, sexual orientation and broader equality and human rights issues. [Find out more here:](https://www.citizensadvice.org.uk/about-us/about-us1/equality-and-the-citizens-advice-service/equality-and-diversity-forum/)
<https://www.citizensadvice.org.uk/about-us/about-us1/equality-and-the-citizens-advice-service/equality-and-diversity-forum/>

Our commitment to equality runs through everything we do - read our [Future of Advice Strategic framework](https://www.citizensadvice.org.uk/about-us/about-us1/future-of-advice-our-strategic-framework-2019-22/) to find out more:

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