

Job description

Job Title: Information Security Manager

Location: Office based, Abingdon

Department: Information Technology

Position Reports To: Technical Director

Company Overview

Gigaclear is a high growth company delivering fibre-optic broadband to underserved rural communities in England. Started in 2010, the company is expanding rapidly across England. With head offices based in Abingdon, Oxfordshire and a significant proportion of staff based in the field Gigaclear currently has over 300 employees and is pursuing ambitious growth plans.

The Information Technology team is part of the Gigaclear Technology Department working alongside the Networks and Systems and Development teams. The team is responsible for all the systems, software, hardware and telephony to support the business activities of Gigaclear and their partners.

Purpose of the job

The Information Security Manager (ISM) is the focal point for Information Security at Gigaclear, driving and overseeing company-wide Infosec risk management. Providing some independence from the IT operations and 3rd parties, this role provides confidence to the Senior Leadership Team, the Risk and Compliance team and ultimately to the Board that Infosec risk is well managed.

This is an opportunity to work with the wider technology team and business stakeholders to assess current measures and to evolve these in line with the changing needs of the business. We have a particular requirement around securing both our corporate network as well as the customer network.

In addition to technological measures there is also a requirement to assess and improve security processes as well as the all important task of raising awareness of security across the whole organisation.

Reporting to the Technical Director, you will join and work with the management team of the Information Technology department. You will be involved in all technology initiatives as well as being responsible for initiating specific programmes of work to maintain and improve our security. Based in Abingdon, our Head Office, you may be required to attend our Regional offices and our Data Centres, from time to time.

Key Accountability & Responsibilities

- Define, improve and maintain the over-arching information security strategy, incorporating protection, prevention, monitoring, detection, compliance, physical security, business continuity, disaster recovery and risk mitigations

- Communicate Infosec goals and change activities to the wider business to ensure engagement and success
- Maintain awareness of a broad range of technologies including common vulnerabilities and exploits, with a comprehensive knowledge of security controls
- Own the ISMS and associated processes and policies. Record incidents, agree and implement remedial and improvement actions
- Consult on programmes across the Technology arena to assess vulnerabilities and weaknesses and ultimately to influence the design of secure and robust systems, processes and policies
- Review and monitor secure coding standards for internally developed applications, conducting appropriate audits and validation to ensure that these standards are being met
- Maintain InfoSec policies and procedures in line with risk appetite and good practice
- Review the internal control environment regularly to identify weaknesses or gaps in line with industry control standards
- Develop and manage third party supplier security monitoring framework
- Assess and audit software, hardware and systems proposed/supplied by third parties
- Identify and challenge behaviours or activities that contravene risk policies and procedures
- Provide information security awareness training to Gigaclear personnel
- Perform regular information security audits, including business process assessments to identify potential weaknesses
- Be responsible for achieving and maintaining compliance with applicable standards and frameworks – e.g. ISO27001
- Work with associated partners and sub-contractors to assure end to end compliance with policies and processes
- Serve as the primary contact for information security across the business
- Participate in the Gigaclear incident response management team and when appropriate act as Incident manager
- Manage, coach and mentor a small team of InfoSec Analysts

Knowledge & Skills

Essential skills

- Good knowledge of the latest trends in information security and risk management, e.g. evolving technologies, Cyber risk mitigation, etc
- Demonstrable high degree of initiative and drive to get things done.
- Excellent communication skills and numeracy
- Handle confidential material with highest discretion
- Work autonomously and pro-actively
- Self-motivated and highly organised
- Able to cope under pressure and prioritise tasks
- Understanding when to escalate issues so that they are handled appropriately within the agreed policies and procedures
- Good relationship management skills with ability to build strong professional relationships internally and with 3rd party suppliers
- Demonstrable training and presentation skills
- Inquisitive and open-minded
- Pragmatic and able to distinguish between ‘essential’ and ‘important’
- Willing to grow with the organisation – right sizing your approach
- Strategically orientated – keeping an eye on the future whilst addressing today’s challenges



- Possessing current knowledge of the security landscape with a firm grasp on relevant attack vectors
- Aware of, and active in relevant industry groups

Desirable skills

- Experience of auditing IT environments, either through an internal or external audit role
- Any Telco, ISP or similar experience will be beneficial
- Industry presentation experience and/or contribution to an industry paper

Qualifications & Accreditations

- Degree in Technology, Security, Information Governance or related field and / or validated experience which shows an ability to operate effectively at senior management level
- Professional security qualifications and certifications such as CISSP, CISM, CISA, ISMS RM, CIS RM, ISO27001 or equivalent experience
- Knowledge of infosec security, risk and control frameworks such as ISO 27001, 9001, CobiT and ITIL
- Full, clean UK Driving Licence.

What we offer in return

- Inclusive and supportive working environment
- Opportunity to work with people who want to learn and grow
- Flexible working to support a healthy work/life balance
- Competitive salary
- Up to 8% company contribution to pension
- Employee recognition scheme
- Support for training and development
- 25 days holiday a year
- Life assurance
- Health cash plan
- Cycle to work scheme
- Perks at work scheme
- Employee assistance programme
- Holiday trading
- Summer and Xmas social events

Our Values

Find a way - we will work together to deliver market-leading solutions and provide customer service excellence to our communities

Do the right thing - we always base our decisions on what we believe is fair, considerate and in the best interest of our customers and our colleagues

Be committed - we are all accountable for our actions and work relentlessly with our many customers to deliver on our promises



Keep it simple - we take potentially complex and confusing information and we make it easy for everyone to understand

This job description is not intended to be exhaustive. The post holder will be expected to adopt a flexible attitude to the duties which may be varied (after discussion), subject to the needs of the business and in keeping with the general profile of the role.

Gigaclear is not currently engaging with any external recruitment agencies or suppliers for this role. Gigaclear has a preferred supplier list of Agencies / Suppliers with whom T&Cs have been agreed and Gigaclear will only accept CVs from these suppliers for roles we have formally requested they work – this request will come from a member of the HR team. Any speculative CVs submitted without this request will be deemed property of Gigaclear and may be engaged with directly without Gigaclear being liable for any “introduction fee”.