

Role Profile

Part A - Grade & Structure Information

Job Family Code	11RT	Role Title	Networks & Security Principal Officer
Grade	PS11 / SS12	Reports to (role title)	Networks & Security Team Manager
		Directorate	Business Services
JE Band	439-518	Service	IT & Digital
		Team	Network and Security Team
		Date Role Profile was created	18th August 2017

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>To assist the Network and Security Team Manager in the development, management and organisation of the Network and Security Team in achieving their objectives.</p> <p>To take on the role of "expert" in the field of Networking & Security Platform Services for the authority and provide advice and consultancy both at a strategic and tactical level.</p> <p>To be accountable & responsible for day to day secure operation of the IT infrastructure and to deliver best value through an effective, well-designed networking and security platform, delivered using appropriate hardware and vendor tools.</p>
Work Context	<p>The Orbis partnership comprises of Surrey County Council, East Sussex County Council and Brighton & Hove City Council working in partnership with an expectation that the core functions of HR & OD, IT & Digital, Property, Finance and Procurement will be fully integrated going forward.</p> <p>This role is part of the Enterprise Infrastructure function within the Orbis IT & Digital Service. This service provides mission critical operational support and innovative project delivery. This role will require participation in the out of hours support rota and will require frequent travel across the Orbis geography.</p> <p>The Network and Security team is responsible for support and management of a large network based on CISCO technology, VoIP telephony, external boundary service provision such as Internet access, remote access and web infrastructure platforms. It also encompasses management of security devices such as firewalls and security compliance regimes.</p> <p>It will require liaison directly with IT users at within the three Orbis partners, external customers and suppliers.</p>
Line management responsibility if applicable	Supervise a team comprising up to 10-15 engineers and contractors as required. Contribute to the development of members of the team by advising on development opportunities and other mentoring activities.
Budget responsibility if applicable	Assist in monitoring the Network and Security elements of Enterprise Infrastructure revenue budget estimated at around £7 million.

<p>Representative Accountabilities Typical accountabilities in roles at this level in this job family</p>	<p>Planning & Organising</p> <ul style="list-style-type: none"> • Direct, manage and monitor the operation of an efficient and effective service ensuring the work of the team supports service objectives and that necessary resources are secured. • Lead major projects and reviews within a defined area of work to optimise and enhance service delivery. <p>Policy & Compliance</p> <ul style="list-style-type: none"> • Ensure legal, regulatory and policy compliance of relevant schemes/ initiatives. • Contribute to and where appropriate lead the development of practical strategies, works programmes and service improvement in own area of specialism and monitor and control their implementation to manage and mitigate risks. <p>People and partnerships</p> <ul style="list-style-type: none"> • Directly or matrix manage a diverse group of staff to ensure the successful delivery of a service. • Monitor and support the performance management and development of team members using a coaching approach, to support individual development and ensure that individual contributions are maximised. • Work with managers, service representatives and partners to identify and apply cost effective means of delivering improvements to business processes and strategies. <p>Resources</p> <ul style="list-style-type: none"> • Review the operations of the teams to identify improvements in systems, processes, procedures and working methods, and propose changes to secure greater efficiency and compliance. • Monitor, analyse and manage delegated budgets, funding and resources in accordance with council policies and procedures. <p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Analyse, interpret and evaluate relevant data applying judgment and technical expertise to identify risk, support the resolution of issues and support decision making. • Through management and supervision ensure that appropriate record keeping is kept and risks and issues are identified and actions taken. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p>
<p>Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics</p>	<ul style="list-style-type: none"> • Degree/ HNC or equivalent, or substantial relevant experience in a relevant subject. • May be required legislatively to maintain a professional qualification or competency. • Substantial practical or professional experience and understanding of a specialist area or supporting service teams and/or providing support to the public. • Excellent understanding of subject matter, principles and practices relevant to technical area. • Proven ability to apply project management principles and techniques to a wide range of complex projects or programmes. • Extensive knowledge of principles, practices, and procedures relating to business planning and financial management • Ability to collate, monitor and interpret a range of data. • Proven ability to establish and maintain highly effective working relationships with a range of stakeholders. • Comprehensive knowledge of computerised business systems • Proven written and oral communication with the ability to influence and work in collaboration with others. • Excellent management skills with proven experience motivating, coaching, mentoring and developing staff. • Ability to understand, meet and exceed customer expectations. • Proven problem solving skills with the capacity to devise and implement innovative solutions.

<p>Details of the specific qualifications and/or experience if required for the role in line with the above description</p>	<ul style="list-style-type: none"> • Mid-Level management / supervisory experience in delivering Network, Telephony and Security services in a large (3000 user+) customer base • Technical competency– CISSP,CCNP, HP ASE, JNCIS, or other relevant experience / qualifications. • Relevant IT Service Management Qualifications e.g. ITIL, ISEB, or equivalent relevant experience
<p>Role Summary</p>	<p>Roles at this level typically have significant management responsibility either for a large team or coordinating sub functions within a service, and/or will provide professional, specialist or high level technical advice, direction and input across a wide range of activities. They require a conceptual understanding of a technical, professional or specialised field, and job holders require the knowledge and experience to handle and resolve complex issues, anticipate problems and recommend solutions. There will be a requirement to plan and organise own and/or team activity over a significant time scale and coordinate work with associated functions. They will typically be required to influence/motivate others both inside and outside immediate reporting lines, including external stakeholders, and have a primary role in setting service levels. They ensure that their services achieve the agreed financial and service standards, and will have professional autonomy and discretion within operational policies and practice guidance.</p>

