**JOB DESCRIPTION**

# Security Services Catalogue Manager

# **ABOUT UNITING**

**Our purpose:** To inspire people, enliven communities and confront injustice.

**Our values:** As an organisation we are **Imaginative, Respectful, Compassionate** and **Bold**.

At Uniting, we believe in taking real steps to make the world a better place. We work to inspire people, enliven communities and confront injustice. Our focus is always on the people we serve, no matter where they are at in their life.

Our services are in the areas of aged care, disability, child and family, community services, and chaplaincy and we get involved in social justice and advocacy issues that impact the people we serve. As an organisation we celebrate diversity and welcome all people regardless of disability, lifestyle choices, ethnicity, faith, sexual orientation or gender identity. We commit to respecting children and take action to keep them safe.

Uniting is the services and advocacy arm of the Uniting Church NSW & ACT and as such Uniting leaders understand, support and can express the mission and purpose of the Uniting Church.

# **ABOUT THE ROLE**

**Role Purpose**

This role is responsible for ensuring the organization's cyber security services are effectively cataloged, managed, and communicated to internal stakeholders. You will work closely with cross-functional teams to understand their requirements, define service offerings, and maintain an up-to-date catalogue of cyber security services. Your expertise will be essential in streamlining processes, enhancing service delivery, and ensuring alignment with organizational objectives.

# ROLE KEY ACCOUNTABILITIES

You will be an integral member of the Security Operations team in the Finance, Property and IT directorate through the following:

* Providing analysis of relevant research and operational information and assisting managers to evaluate and integrate the information they receive.
* Coordinating and maintaining team management systems and ensuring relevant information is input on a consistent and regular basis.
* Providing a collection of relevant data to assist with budgeting, the operation of the team and production of regular reports.
* Conducting specialised studies as required, providing insights into the operation of the team and the organisation.
* Actively promoting safe work practices in the workplace during all activities consistent with Uniting’s policies and comply with all WH&S legislation, policies and procedures.
* Actively contributes to a safe and supportive working environment that is inclusive of all staff through celebrating their nationality, cultural background, LGBTI status, abilities, gender and age.

As the Security Services Catalogue Manager, your role specifically will be responsible for:

* Security Service Catalogue Management:
  + Develop and maintain a comprehensive catalogue of cyber security services offered by Uniting’s operational IT team to the organization.
  + Define service descriptions, features, benefits, and associated service level agreements (SLAs).
  + Regularly update the catalogue to reflect new services, modifications, or retirements.
  + Where appropriate, ensure catalogue services align with Uniting’s cyber security ma
* Stakeholder Engagement:
  + Collaborate with internal stakeholders including IT teams, business units, and senior management to understand their cyber security service needs.
  + Conduct regular meetings to gather feedback, address concerns, and ensure alignment with organizational goals.
  + Act as a primary point of contact for cyber security service enquiries and requests.
* Service Level Management:
  + Establish and monitor service level agreements (SLAs) for cyber security services.
  + Work closely with service owners and operational teams to ensure adherence to SLAs and address any deviations or performance issues.
  + Continuously evaluate service performance and seek opportunities for improvement.
* Service Portfolio Enhancement:
  + Identify opportunities to expand and enhance the organization's cyber security service portfolio based on emerging threats, industry trends, and business requirements.
  + Conduct market research and benchmarking to stay informed about competitive offerings and best practices.
  + Propose new service offerings or improvements to existing services, supported by business cases and cost-benefit analyses.
* Documentation and Communication:
  + Develop clear and concise documentation for cyber security services, including service guides, FAQs, and marketing materials.
  + Ensure effective communication of service updates, changes, and maintenance schedules to relevant stakeholders.
  + Provide training and guidance to internal teams on how to access and utilize cyber security services effectively.
* Risk and Compliance Management:
  + Collaborate with the compliance and risk management teams to ensure cyber security services align with regulatory requirements and industry standards.
  + Monitor emerging cyber threats and vulnerabilities, and assess their potential impact on existing services.
  + Implement proactive measures to mitigate risks and ensure service continuity.

# ABOUT YOU IN THE ROLE

As a staff member of Uniting you will celebrate diversity and welcome all people regardless of lifestyle choices, ethnicity, faith, sexual orientation or gender identity.

**Your directorate:**  Finance, IT and Property

**You’ll report to:** Security Operations Manager

# YOUR KEY CAPABILITIES

**Individual leadership**

* **Improving performance -** Works with others and offers suggestions to find ways of doing the job more effectively.
* **Owning the job -** Takes ownership for all responsibilities and honours commitments within their own role and strives to achieve goals with a "can-do" attitude to levels of excellence.
* **Perseverance** - Remains committed to completing the job in the face of obstacles and barriers.
* **Timeliness of work -** Sets achievable timeframes and works to complete projects, tasks and duties on time.

**Business Acumen**

* **Organisational Operation -** Displays awareness of Uniting’s business objectives and understands how personal objectives relate to those objectives.
* **Organisational Objectives -** Has broad awareness of Uniting’s vision and values and how they apply to issues in the team.
* **Develops and Grows the Business –** Understands team and organisational goals and works collaboratively with Team Members to achieve organisational goals**.**
* **Makes Sound Decisions –** Analyses problems, seeks input from relevant people and then takes appropriate action to implement the most effective solution in a timely manner.

# QUALIFICATIONS & EXPERIENCE

**Qualifications:**

Bachelor qualification in a relevant field or equivalent experience.

**Experience:**

Typically this role will require 15 or more years’ experience in your field of expertise. You will have excellent written and verbal communication skills, be organized, systematic, thorough, accurate and disciplined. You will be continuing to develop in your area of expertise and be expected to provide innovative ideas to solve problems in your discipline. It is expected that you will be developing good skills at navigating a complex organisation, forging relationships, and managing through influence rather than direct authority as required.

* Proven experience in designing, building and running cyber security service management practices in enterprise environments.
* Strong understanding of cyber security principles, technologies, and best practices.
* Excellent communication and interpersonal skills, with the ability to collaborate effectively with diverse teams.
* Demonstrated project management skills, including the ability to prioritize tasks, manage deadlines, and drive initiatives to completion.
* Familiarity with IT service management frameworks such as ITIL.
* Familiarity with Cyber security standards such as NIST and ISO 27001.
* Experience with Service Now.

**Even better:**

* Certifications such as CISSP, CISM, or ITIL would be advantageous.
* Experience integrating services across B2B 3rd parties such as SOC/SIEM providers and Cloud vendors.
* Experience developing services in line with orchestration and automation

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| **Employee Name:** | Insert employee name | **Manager’s Name:**  **Title** | Insert manager’s name  Insert manager’s title |
| **Date:** | Insert date | **Date:** | Insert date |
| **Signature:** |  | **Signature:** |  |