

Director of Jersey Computer Emergency Response Team (CERT)

Department: Office of the Chief Executive

Division: Financial Services and Digital Economy

Reports to: CERT Board (with representation from The Government of Jersey)

JE Reference: COO270

Job purpose

Establish and run the Jersey Computer Emergency Response Team (CERT) to maintain and strengthen the international reputation of Jersey as a safe place to live and to do business online.

Build effective partnerships with senior stakeholders in the UK, Europe, other Channel Islands and internationally and represent the interests of Jersey internationally to enhance the reputation of Jersey with relation to cyber security.

Through the strategic leadership of the CERT increase the level of cyber resilience across the islands critical national infrastructure and business communities and reduce the risk and impact of major cyber incidents in the Jersey.

Job specific outcomes

Establish and lead a pioneering Computer Emergency Response Team (CERT) that is responsible for minimising cyber security risk and strengthening resilience across the Island. In this capacity, the postholder is responsible for mitigating the potential economic and financial consequences of serious breaches in cyber security across the Island that could amount to hundreds of millions of pounds.

Be accountable for defining and delivering the outcomes required by the CERT, ensuring that robust governance structures and programme management frameworks are in place to deliver programmes of work to agreed measures in relation to time, cost and quality and that benefits are monitored and achieved.

Be accountable for the finances of the CERT including all costs, securing funding where necessary and commissioning projects and external consultancy support, to ensure efficient and effective use of resources.

Collaborate with board-level senior executives across the private and public sector to build the cyber capability of organisations across the Island and lead the cyber security profession.

Represent the Bailiwick of Jersey internationally, ensuring the Island meets appropriate international standards of best practice in cyber security and maintain and strengthen the Islands' international reputation.

Operate in a highly autonomous way to solve complex problems by working through issues and utilising extensive knowledge of the threat landscape, relevant legislation, regulations and international standards to provide advice, guidance and decisions often of a critical nature and in a context of inconsistent or incomplete information.

Direct the day-to-day operations of the CERT on behalf of, and accountable to the Government of Jersey, via the CERT Board. This includes the delivery of a strategic plan and annual reports for the CERT Board, various panels and other stakeholders to demonstrate the effectiveness of the work of the CERT.

Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election to the Government or as a Parish Constable, or publicly supporting someone who is standing for election or playing a public part in any political manner.

Organisational structure



Core leadership accountabilities

Ministerial relationships

Provide guidance and support to Ministers, translating their political visions and priorities into coherent initiatives that will deliver their intended outcomes

Finance and performance	Be responsible for significant delegated budget and resources ensuring that they are allocated effectively for the delivery of intended outcomes in a manner which demonstrates values for money and compliance with relevant policies and guidelines
Corporate parent	Be responsible for providing the best possible care and safeguarding of children and vulnerable adults in the Island, by creating collaborative, efficient, and joined up public services where children and vulnerable adults can flourish in a healthy, safe educational and social environment.
Customers and Islanders	Ensure that there is a clear and consistent focus across the organisation and its partners on delivering inclusive and an outstanding customer service experience to all customer and Islanders
People management	Provide strong and inspirational leadership, promoting a culture of high performance, continuous improvement and innovation. Be responsible for optimising workforce capability, ensuring fair and transparent approaches to support talent management and resourcing decisions that promotes diversity and inclusivity. Develop workforce plans that deliver the capability and capacity required to meet current and future business requirements
Jersey Standard	To be responsible for creating the Jersey Standard. A performance and service excellence framework for the Government of Jersey
Partnership	Develop effective internal and external partnerships and collaborative working to achieve the strategic vision of One Island, One Community, One Government, One Future. Act as a positive ambassador for the Island and the Government of Jersey.
Governance, compliance and organisational reputation	Provide assurance that strategic decisions are being made in accordance with governance arrangements, relevant legislation with particular reference to Jersey Laws, statutory requirements and policy and operate within an acceptable level of risk. Lead by example and behave in accordance with the code of conduct, carrying out duties within profession good practice and legal standards.

Executive traits and behaviours

Make the right impact	Inspires others, is visible, adaptive, authentic and engenders trust
See things through	Demonstrates courage, takes responsibility, is resilient and tenacious
Move at pace	Learns quickly, is curious, agile and innovative
Makes things happen	Thinks strategically, acts tactically, creates social value through commercial approach

Creating conditions for success	
Builds powerful relationships	Achieves through influence not control, promotes teamwork and partnership
Builds and sustains effective alliances	Forges dynamic alliances with others to provide world class services
Creates capability	Successfully leads team, realises potential, creating a learning environment where talent thrives
Creates a successful team Jersey culture	Works corporately to create cohesion, breaks down silos and achieves through common goals
Generates ambition	Sets the highest performance and ethical standards, hold people to account
Delivers transformation	Articulates a clear vision, wins hearts and minds and takes balanced risks

Person Specification

Specific to the role		
ATTRIBUTES	ESSENTIAL	DESIRABLE
<p>Qualifications <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	<p>Educated to degree level.</p> <p>A post-graduate qualification in Cyber Security.</p>	
<p>Knowledge <i>This relates to the level and breadth of practical knowledge required to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i></p>	<p>Due to the high profile of this post, the post-holder is expected to possess an appropriate and internationally recognised level of expertise in order to deal with a wide range of professionals with authority, and credibility both nationally and internationally in this rapidly changing area</p> <p>Expert understanding of key developments in Cyber Security, the digital industry and the technology landscape</p> <p>Expert awareness of the risks posed to Government, the critical national infrastructure and Industry</p>	

	<p>Understanding of international developments and their impact on the Channel Islands.</p> <p>Awareness of and sensitivity to the political implications of technological developments and professional and managerial decisions</p>	
<p>Technical / Work-based Skills <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<p>Ability to operate in a sensitive arena and to be awarded an appropriate level of security clearances. High level of report-writing, public speaking and communications skills.</p> <p>Cyber Security technical expertise.</p> <p>Able to demonstrate a wide range of information technology skills i.e. an ability to effectively use IT equipment and role critical software</p> <p>Ability to understand complex technical cyber security matters and persuasively communicate them to a senior audience.</p>	
<p>General Skills/Attributes <i>This relates to more general characteristics required to do the job effectively, e.g. effective written communication skills, ability to delegate, motivation or commitment etc.</i></p>	<p>A track record of strong analytical and problem-solving skills. The ability to apply sound judgement to often complex matters, ensuring balanced decisions proportionate to the scale and level of the problem is essential to this role.</p> <p>Excellent communication, advocacy, presentation, influencing and negotiating skills.</p> <p>High level written and verbal presentation skills, with the ability to make difficult and unfamiliar material understandable is essential. The post holder will have the ability to present sometimes quite complex legal and technical scenarios in plain language that can be understood by non-specialists including members of the general public.</p>	

	<p>Ability to influence and build consensus at a senior level</p> <p>Ability to work across organisational boundaries in a complex, multi-faceted, organisation.</p> <p>The post-holder is expected to keep abreast of and contribute to, new developments at local, national and international levels. It is, therefore, essential that the post-holder can maintain appropriate networks and speak with authority to fellow professionals at all levels, world-wide.</p> <p>A breadth of outlook and political sensitivity are necessary to establish effective working relationships at all levels, and an appreciation of the possible political impact and context of any decisions or statements that may be made is essential.</p>	
<p>Experience <i>This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).</i></p>	<p>Substantial experience of having operated at a senior organisational level within one or more of government, critical national infrastructure provider, regulator and/or private sector company.</p> <p>Experience of process design and implementation.</p> <p>Experience of assessing and forming recommendations on complex commercial, legislative and regulatory issues.</p> <p>Proven experience of successful policy and strategy formulation and review.</p> <p>Prior experience of leading and managing a team of specialist staff with an ability to demonstrate</p>	

	<p>success in delivering through / with others.</p> <p>Experience of delivering complex projects within the public and private sector.</p> <p>Extensive background in digital policy and strategy.</p> <p>Experience of undertaking Cyber Security work in multi-disciplined environments.</p> <p>Experience of providing strategic Cyber Security advice directly to key stakeholders</p> <p>Experience of reporting into company board and/or Ministerial level.</p> <p>Experience of representing an organisation, authority or government at an international level on cyber security matters.</p> <p>Experience of working at a National CERT at a senior level</p>	
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Generic to senior leaders

Demonstrate significant experience of working in a senior role in a political environment and evidence of the ability to challenge and negotiate with a wide range of stakeholders.

Demonstrate knowledge and understanding of the challenges that the Government of Jersey faces, matched with an understanding of the policy and governance requirements for the department accountabilities within the role.

Demonstrate a proactive, credible and authoritative voice on behalf of the Island with evidence of successful lobbying of senior government figures and counterparts, and other influential stakeholders.

Ability to build and develop strategic relationships, influencing and negotiating with a wide range of stakeholders and partners to achieve outcomes.

Demonstrable track record of leading, motivating and managing teams to achieve high-performing and significant sustainable service improvements and outstanding results, within agreed budgets to meet agreed targets and strategic objectives, within an organisation of a comparable scope and complexity.

Experience of developing and sustaining a culture that meets the needs of and engages with customers and staff within an inclusive, open and high-performing environment.

Demonstrable evidence of applying creative and business-like approaches to managing demand for services to deliver cost-effective and efficient outcomes.

Demonstrate the capability and capacity for critical thinking and ability to apply this insight in a practical and engaging manner.

Qualified to degree level or equivalent qualification or relevant experience.