

# Director of Information and Security, Idox Group

## Executive Leadership Team

UK, Home based - hybrid

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### About the role

This is a fantastic opportunity a senior executive to join an industry leading software and services business as a member of the Executive Leadership Team and in a crucial, highly impactful role.

You'll be joining a team with well-established colleagues, able to support you to be able to make your mark quickly. We are particularly keen to hear from candidates able to set, and maintain, worldclass information and security strategy and practices. We are looking to hire an exceptional person with experience at the most senior level in organisations where customer trust is paramount.

As the **Director of Information and Security** (DIS), you will be responsible for leading, reporting on and managing Idox's information security program, leading the hosting of customers' systems which are not cloud based, and also leading the provision of Corporate IT services. The Director will develop and implement strategies to ensure the confidentiality, integrity, and availability of the organisation's information assets, not just in hosted and internal systems, but across the Group's operations.

The Director plays a critical role in safeguarding the company's sensitive data, mitigating cybersecurity risks, and ensuring compliance with relevant regulations and standards as well as ensuring world class services to our hosted customers and Idox colleagues. Idox has well established Information Security, Hosted Systems Management and Internal IT Policies and procedures, underpinning an ISO 27001 accreditation. The DIS will be accountable for these to be maintained, updated and applied in line with best practice.

Idox will provide the mentoring and development you need to succeed as a member of our team, so that you can apply your existing expertise to support our customers. You'll be involved in identifying new opportunities, forward planning, customer awareness campaigns and the provision of timely and reliable management information to support Idox business strategy, goals, and objectives. As part of the executive leadership team, you will always be representing the whole range of our solutions to new and existing customers and will be expected to bring insights and intelligence back to the Group.

### Key responsibilities:

#### INFORMATION SECURITY STRATEGY AND GOVERNANCE

- Develop and implement an enterprise-wide information security strategy aligned with the organisation's business objectives
- As the Group's senior Information Security Executive, provide professional guidance to the Board and Executive management team on the balance of information security risk versus avoidance/mitigation costs
- Establish and maintain a robust information security governance framework to guide the allocation of resources and decision-making processes
- Define and communicate information security policies, standards, and procedures to ensure consistency and compliance across the organisation.

## RISK MANAGEMENT AND COMPLIANCE

- Identify, assess, and prioritize information security risks through regular risk assessments and vulnerability assessments
- Develop and execute risk mitigation plans and security incident response procedures
- Stay up to date with the latest cybersecurity threats, trends, and regulations to ensure the organization's compliance with applicable laws and standards.

## SECURITY ARCHITECTURE AND INFRASTRUCTURE

- Collaborate with Engineering, Hosting Services and Internal IT teams to design and implement a secure architecture for the organisation's information systems, networks, and applications, including hosted and cloud environments
- Evaluate and select appropriate security technologies, tools, and vendors to enhance the organisation's security posture
- Oversee the implementation and maintenance of security controls, including firewalls, intrusion detection systems, encryption mechanisms, and identity and access management systems
- Ensure ongoing surveillance of Customer's hosted systems, SaaS based systems and Idox internal systems to ensure that threat mitigation systems and processes are effective.

## SECURITY COMPLIANCE AND CUSTOMER COMMITMENTS

- Ensure Idox operates an effective Information Security Management System which also allowance compliance with relevant accreditations (e.g. ISO 27001, Cyber Essentials, Cyber Essentials Plus etc.)
- Work with the Bid Team to respond to security related questions in formal and informal tenders and assist in building a library of standard responses to reduce the work overhead related to responses.

## SECURITY AWARENESS AND TRAINING

- Develop and deliver information security awareness and training programs to educate employees about their roles and responsibilities in safeguarding company information
- Foster a culture of security awareness and promote best practices for data protection among all staff members
- Collaborate with the Director of Engineering to create a "security by design" culture and methodology.

## INCIDENT RESPONSE AND INVESTIGATION

- Establish an effective incident response plan to quickly detect, respond to, and recover from security or Corporate IT/Customer Hosting Service incidents or breaches
- Lead or oversee information security incident management to ensure effective and timely closure of vulnerabilities and ensure timely reporting of security incidents to relevant stakeholders, including management, regulatory bodies, and customers if required
- Lead forensic investigations and coordinate with legal, HR, and other relevant departments as necessary
- Assess and manage the security risks associated with third-party vendors, contractors, and service providers. This includes risks with 3<sup>rd</sup> party products used in either developing or deploying software or providing services to clients or internally
- Establish security requirements for vendor contracts and conduct regular audits to ensure compliance
- Foster strong relationships with vendors and, where appropriate, prime contractors to promote a shared commitment to information security.

## VENDOR AND THIRD-PARTY RISK MANAGEMENT

- Assess and manage the security risks associated with third-party vendors, contractors, and service providers This includes risks with 3<sup>rd</sup> party products used in either developing or deploying software or providing services to clients or internally
- Establish security requirements for vendor contracts and conduct regular audits to ensure compliance
- Foster strong relationships with vendors and, where appropriate, prime contractors to promote a shared commitment to information security.

## HOSTING SERVICES

- Overall management of the Customer Hosting Services environments of multiple customers ensure the most cost-effective infrastructure and service to deliver customer commitments in line with contracts and Idox's quality standards
- Regular reporting of Hosting and Corporate IT Services performance to customers (with Idox management being an internal customer)
- Collaborating on setting and agreeing budget for Corporate IT, Customer Hosting Services and Information Security. Managing these budgets in accordance with IT policies including purchase approvals
- Leading period reviews of the Hosting Architecture and Service designs to ensure emerging trends and best practices are adopted where appropriate
- Participation in bid creation and proposal approval where there is a Customer Hosting Service or particular security requirement.

## TEAM LEADERSHIP AND DEVELOPMENT

- Build, lead and nurture high-performing teams:
  - **Information Security** team
  - **Customer Hosting Services Management** team
  - **Corporate IT Management** team.
- Provide mentorship, guidance, and professional development opportunities for team members.
- Foster a collaborative and inclusive work environment that encourages knowledge sharing, innovation, and promotes learning from incidents and operational activities.

## To be successful, you should bring:

- Proven experience (8+ years) in a senior leadership role within both information security (with a focus on strategic planning, risk management, and security operations) and Customer Hosted and Corporate IT service provision
- In-depth knowledge of information security principles, frameworks (e.g., ISO 27001, NIST Cybersecurity Framework), regulations (e.g., UK and EU GDPR, Digital Personal Data Protection in India), and industry best practices
- Strong understanding of network security, cloud security, application security, identity and access management, and security technologies
- Strong knowledge of hosted systems architectures, hosted service delivery (including Corporate IT service delivery)
- Demonstrated experience in incident response, security incident management, and forensic investigations
- Excellent leadership and communication skills, with the ability to effectively engage and influence stakeholders at all levels of the organisation
- Strong analytical and problem-solving abilities, with a keen attention to detail
- Proactive and adaptable mindset with the ability to thrive in a fast-paced and dynamic environment.

## Additional qualifications and accreditations:

- Bachelor's or Master's degree in Computer Science, Information Systems, or a related field.
- A relevant professional certification (e.g., CISSP, CISM, CISA) is highly desirable.

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## About Idox

Our specialist software solutions power the performance of government and industry, driving productivity and a better experience for everyone. Built around the user and designed in collaboration with experts who have worked through every detail of every process from end-to-end, our hard-working process engines deliver exceptional functionality and embed workflows that drive efficiency and best practice with a long-term focus for regulated environments.

Through the automation of tasks, the simplification of complex operations, finding scalability as operations evolve, and more effective management of information, we help our customers harness the power of Digital, so they can do more.

We employ around 600 staff in the UK and worldwide, including Europe, North America and Asia, so some travel to meet colleagues may be required.

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## Our Values



### **Dynamism**

We shape our future



### **Responsibility**

We are accountable for our actions



### **Integrity**

We do the right thing



### **Valued**

We value each other



### **Excellence**

We set the benchmark for quality

# DRIVE

The core values taking us forward

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## Our Culture

We are ambitious in working together to promote a more inclusive environment, which attracts all candidates and signals our commitment to celebrate and promote diversity. Idox is a company where we can all be ourselves and succeed on merit, where we respect all our employees, customers and communities in which we live, work and are a part of.

We recruit and reward employees based on capability and performance – regardless of race, gender, sexual orientation, gender identity or expression, lifestyle, age, educational background, national origin, religion or physical ability. Each office location worldwide, is free to respond to local needs to create a culturally sensitive workplace for everyone. In doing so, we want every employee to feel our commitment to showing respect for all and encouraging open collaboration and communication.

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## Our Benefits



### **Flex to Fit**

We recognise that for individuals, the opportunity to work flexibly can enable them to achieve a better work-life balance along with a greater sense of responsibility, ownership and control of their working life. During the pandemic, all our employees successfully transitioned to remote working and we are open to conversations on work patterns to suit our employees needs such as change to working times; part time working; term time working; 9-day fortnight. We are proud to be a flexible employer enabling effective hybrid working for our employees.



### Family Friendly

We understand how important family is to our employee and provide support through difficult times such as bereavement as well as offering excellent pay and leave benefits for parents and carers welcoming a child.



### Health & Wellbeing

Our Workplace Wellbeing team provide support and resources on mental health and lifestyle. We also provide 24/7 confidential help via our employee assistance programme.



### Be Heard

You will have the chance to impact change within Idox by having your voice heard via our CEO live broadcasts; making suggestions to Idox Voice forum or sharing your ideas in our company newsletter, Inside Idox.



### Community

You will have the opportunity to participate in community and social activities, as well as group wide fundraising ventures. We prioritise sustainability and ethical impact on our communities and we pledge to allow our employees to carry out volunteer work.



### Your Development

Our mentor scheme will help you to achieve personal and professional growth through learning from experienced colleagues and you will also have access to online and face to face learning modules including our Leadership Development Programme.



### Financial Security

We offer full company sick pay plus income protection for long term illness and our life assurance cover is provided up to four times annual salary. Our Pension Scheme operates on a Salary Exchange Contribution Basis so you will receive relief from NI contributions.

You are also invited to join our Idox Xtra Share Scheme where every share bought will receive an extra one free from the company.

## How to apply

Please submit a CV, and a short cover letter (*maximum 500 words - including salary expectation, and current remuneration*) explaining why you feel you would be suited to this role to [join.us@idoxgroup.com](mailto:join.us@idoxgroup.com)

Please note successful applicants will need to satisfy the BPSS guidelines (Baseline Personnel Security Standards) which consist of the receipt of satisfactory references covering the last 3 years of employment; an identity check; verification of eligibility to work in the UK; and a Basic Disclosure Check. This is in order to help us make safer recruitment decisions.

## Privacy notice

As part of the recruitment process, we will collect data about you in a variety of ways including the information you would normally include in a CV or a job application cover letter, or notes made by our recruiting officers during a recruitment interview.

Please read our Recruitment Data Privacy Policy here: <https://www.idoxgroup.com/policies>