JOB PACK

Cyber Security Manager

Jigsaw

ABOUT US

We are one of the largest housing groups in England with more than 37,500 homes across the North West and East Midlands. Jigsaw Homes Group creates new and exciting opportunities for tenants and customers.

We provide quality, low-cost housing and play a wider role in making sure our residents thrive in their homes and benefit from living in healthy, sustainable communities.

We are well placed to respond to challenges including welfare reform, poverty and social exclusion and are committed to tackling the housing crisis and homelessness by building more affordable homes for people to rent and buy.

As a sector leader, we will also innovate and inspire, driving technology and efficiency through new products and services. We strive to be a top housing provider and an employer of choice. We look forward to working with you.

JOB DETAILS

Holidays:	24 days leave per annum plus 3 days for Christmas closure (based on a 5-day working week) plus bank holidays, plus additional days after 2 years continuous service (to a maximum of 5 days).
Pension:	The Group belongs to the Pension Trust Scheme to which the successful candidate would be entitled to join. This is an Employer and Employee contribution scheme.
Jigsaw Benefits:	In return Jigsaw Homes Group offer flexible working arrangements, occupational sick pay, on-site gyms, access to the Social Housing Pension Scheme, BHSF membership, enhanced parental leave and training/development opportunities.

Probation period and references:	Please note that any offer made by the Group and subsequent employment is subject to a six-month probationary period and to the Group receiving two satisfactory references, one of whom should be your current or most recent employer.
Mandatory Training:	You will be required to complete mandatory training for your role. This training may take place at any one of our main offices in Ashton-Under-Lyne, Leigh, Miles Platting or Nottingham.
Eligibility to work in the UK:	Successful applicants for posts within the Group are responsible for producing proof of entitlement to work in the UK before employment can commence.
Disclosure barring checks & Medical Clearance:	In addition, any offer is also subject to receipt of a Basic Disclosure from the Disclosure Barring Service confirming suitability & medical clearance from our Occupational Health Provider before appointment. Visit **www.jigsawhomes.org.uk/dbs** to view the Group's DBS policy statement. Further information about the disclosure can also be found at **www.homeoffice.gov.uk/dbs**
Diversity:	Jigsaw believes diversity means acceptance and respect for everyone because we appreciate the significant value that individuality can bring. All employment decisions are therefore based on business needs, job requirements and individual qualifications to help create a safe and positive environment for all.

JOB DESCRIPTION

OVERVIEW

All of Jigsaw's essential services rely on quality information, systems and technology supported by the 60 members of the IT department.

Working to a brand-new IT Strategy, the team has exciting challenges like enabling colleagues to work effectively from anywhere, automating processes and improving digital services for our customers, while always improving security. The team is also innovating in its ways of working, ensuring transparency, a keen focus on outcomes and faster delivery of benefits to the business.

Bring your expertise and enthusiasm and join us in making a difference with IT.

Role Summary

The Cyber Security Manager at Jigsaw Homes Group is accountable for the performance, security, and resilience of the Group's data networks and cybersecurity operations. This role provides tactical and operational leadership for the network and security teams, ensuring the Group infrastructure is secure, reliable, and aligned to industry standards and frameworks (ISO27001, NIST CSF, CIS Controls).

The role holder will take a proactive approach to safeguarding information assets, managing risks, leading incident response, and driving continual improvement of the Group's cyber security and network posture. They will collaborate with internal stakeholders, executive leaders, and third-party suppliers to deliver secure, scalable, and compliant technology services.

Responsible To - Assistant Director of Technology Services

Responsible For - 1x Senior Network Engineer, 1x Junior Network Engineer, 1x Senior Security Analyst, 1x Senior Security Engineer, 1 x Junior Security Analyst

MAIN TASKS OR ACTIVITIES

1. Lead the data network and cyber security functions, ensuring alignment with organisational goals, risk appetite, and compliance obligations.

2. Develop, implement, and maintain network and security strategies, policies, standards, procedures and user guidance.

3. Provide senior management with reports and dashboards on network performance, security posture, risks, and incidents, offering actionable recommendations.

4. Participate in strategic IT planning, influencing investment decisions and project priorities to strengthen security and resilience.

5. Manage and mentor the network and security teams, ensuring high performance, capability development, and alignment with the SFIA framework.

6. Lead on designing, deploying, optimising, and troubleshooting network and security solutions.

7. Oversee patch management, maintenance, and updates for all network and security infrastructure.

8. Conduct cyber risk assessments and ensure implementation of mitigations in line with corporate risk processes.

9. Support and coordinate internal and external IT audits, penetration tests, vulnerability scans, and red/blue/purple team exercises, ensuring findings are remediated and lessons learned.

10. Implement Third-Party Risk Management protocols, ensuring suppliers meet Jigsaw's security standards throughout onboarding, monitoring, and offboarding.

11. Contribute to Disaster Recovery and Business Continuity planning and testing.

12. Maintain comprehensive documentation of security controls, incidents, breaches, and remedial actions.

13. Build and maintain strong relationships with external vendors, service providers, SOC partners, and auditors.

14. Monitor and manage security awareness training initiatives across the organisation and communicate effectively with stakeholders at all levels to raise awareness of cybersecurity issues, strategies, and mitigations.

15. Influence and negotiate with internal and external partners to adopt best security practices.

16. Follow all Group policies and procedures in accordance with the role and attend Mandatory training when requested to ensure compliance with Group policies and procedures.

17. Ensure you work in accordance with the Equality Act 2010 and the Equality & Diversity Policy at all times.

18. Carry out any duty which may be, from time to time, requested by the Chief Executive, Deputy Chief Executive or Group Directors commensurate with the position.

Candidate Requirements

Candidate Requirements:	- Degree in Cyber Security, Information Technology, Computer Science, or a related field (or equivalent experience). - Relevant professional IT security certifications in one or more of CISSP, CISM, CCNP Security, CEH, ISO27001 Lead Implementer/Auditor, or equivalent. 5+years hands-on technical experience and 2+ years proven experience leading network and/or security teams in a senior IT management role. - Strong knowledge of network and hybrid infrastructure security technologies - Deep understanding of information security frameworks: ISO27001, NIST CSF, CIS Controls, Cyber Essentials Plus. - Experience managing incident response, risk assessments, and third-party/vendor security compliance. - Strong leadership, communication, negotiation, and stakeholder management skills. - Experience working with SOCs, vulnerability management, penetration testing, and remediation.

JIGSAW VALUES

As a sector leader, Jigsaw will innovate and inspire, driving technology and efficiency through new products and services.

It strives to be a top housing provider and an employer of choice and this is where we need innovative, forward thinking, diverse and vibrant individuals to join us and help us succeed even further.

Our company values reflect the individuals we want to lead us into the brightest future possible for Jigsaw Homes Group.

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Jigsaw

Creating homes. Building lives.