



Financial Services  
Compensation Scheme

# Working @ FSCS

Candidate Pack for Head of Information and Cyber  
Security/CISO



# Head of Information and Cyber Security/CISO

*fscs*

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# Head of Information and Cyber Security/CISO – Role Profile

## Job Purpose

The Head of Information and Cyber Security is a key role at the FSCS. Reporting to the Chief Data, Intelligence and Technology Officer the role holder will be responsible for:

- the continual development of security processes and controls across the FSCS
- the identification and monitoring of environmental, threat, and technology trends to optimise the effective short- and medium-term deployment of information and cyber security controls, and
- driving the Scheme's Information and Cyber Security strategy

The role holder will work closely with colleagues across the Scheme to provide overall responsibility for the Information and Cyber Security function.

## Key Responsibilities - CDITO Leadership Team Member

The Head of Information and Cyber Security will assume a strategic role in the overall leadership of the Scheme as part of the Senior Leadership Community and have an important part to play in the delivery of FSCS's strategic outcomes and governance. They will be responsible for the leadership, strategy, communications, project delivery and operations of the Information and Cyber Security function.

# Head of Information and Cyber Security/CISO – key responsibilities continued

- Develop and execute a comprehensive technology security strategy aligned with business objectives. Manage cyber and technology security risk management and incident handling.
- Management of the SOC (Security Operations Centre) ensuring a robust 'fit for purpose' model working collaboratively with the Head of Technology and Cloud Operations and Head of Engineering and Application Development to meet current and future needs.
- Oversee day-to-day security operations, including incident response, vulnerability management and threat detection performed by an external 24\*7 SOC.
- Draft, review and approve information security policies, methods, and processes as necessary.
- Conduct risk assessments on information assets, supported by asset and risk owners as appropriate, and identify significant threat changes and exposure of information and information processing facilities to threats.
- Oversee internal audits and reviews of the Information Security Management System as part of the ISMS audit programme and management review
- Report to the FSCS executive board on the performance of the Information and Cyber Security and any areas for improvements
- Manage the Continuous Security Improvement Plan (CSIP) for all areas of the FSCS ISMS
- Manage the external audit/assessment interface for various internal and external stakeholder requirements (i.e. ISO27001 certification, GDPR compliance assessment, audits, pen testing and regulatory reviews)
- Maintain the ISMS, including compliance with annual reviews to ensure its continuing suitability, adequacy and effectiveness. This annual review includes assessing opportunities for improvement and the need for changes to the ISMS
- Develop a mature security team who are working proactively to educate and increase security knowledge across the organisation.
- Foster a culture of security awareness and compliance across the organisation.
- Provide guidance and advice on compliance with ISO27001, legal aspects of information security as well as best practice
- Contribute to GDPR compliance strategy and delivery working with the Data Protection Officer
- Oversee Infosec process to ensure our partners and third parties meet our standards in security requirements.
- Develop a fit for purpose product security roadmap with the Head of Engineering and Application Development
- Stay updated on emerging security threats and technologies to adapt the FSCS security strategy accordingly.

# Head of Information and Cyber Security/CISO – Role Profile

## Person Specification

**We are looking for someone who can demonstrate the following behaviours and ways of working:**

- Managing risks and taking accountability for difficult decisions to makes things happen
- Converting strategy to action by aligning goals and priorities to wider scheme objectives leading by example to create a culture of high performance
- Enabling effective communication across boundaries, creating a climate of collaboration and building strategic external partnerships
- Thinking conceptually to anticipate and solve challenging business issues
- Championing and supporting the successful implementation of change
- Resilient and able to perform under pressure and in challenging situation
- Outstanding communication skills - ability to influence, establish credibility and trust, challenge, and build department accountability.
- Strong leadership – the ability to engage, motivate and develop others.
- Able to problem solve and demonstrate operational and prioritisation skills.

# Head of Information and Cyber Security/CISO - Role Profile

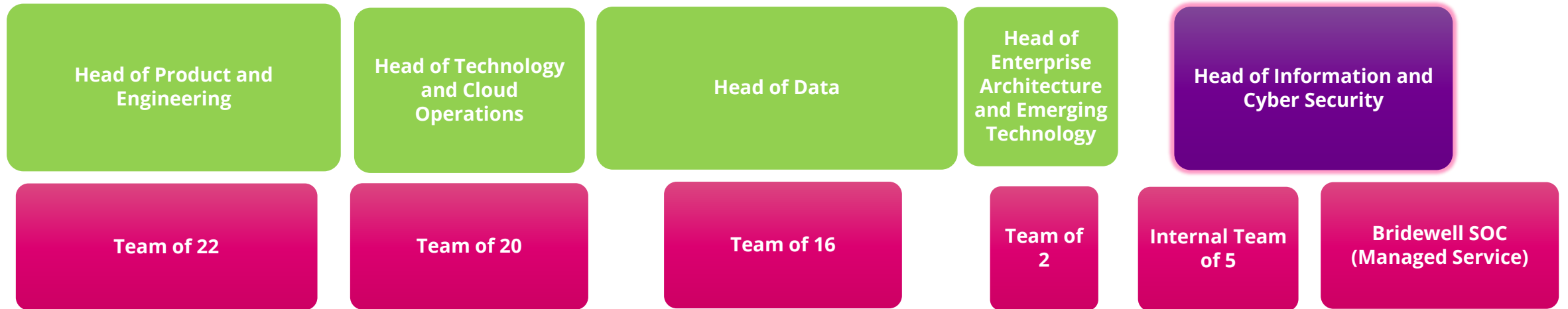
## Person Specification

### Required qualifications, knowledge and experience

- Extensive experience of industry frameworks and standards and how they can be applied to track cybersecurity capability across an organization or other comparable frameworks.
- Security solutions and services within a 24\*7 operational business enterprise including public and private cloud solutions.
- Demonstrable practical experience of implementing risk management improvements.
- Excellence in driving change, agile ways of working, project management and continuous improvement methods.
- Bachelor's degree in Information Security, Computer Science, or a related field.
- Strong knowledge of security frameworks, regulations and best practices e.g. ISO27001.
- CISA/CISM/CISSP Qualifications.

# CDITO Organisation Chart

## Sabah Carter Chief Data, Intelligence & Technology Officer



# About FSCS

The Financial Services Compensation Scheme (FSCS) is the UK's compensation scheme for financial services, helping people get back on track by protecting them when authorised financial services firms fail. FSCS is an independent free service which covers all regulated financial services in the UK. The Scheme protects: deposits in banks, building societies and credit unions; insurance policies; some investments and investment advice; insurance broking; mortgage advice; self-invested personal pensions (SIPPs); pensions advice; payment protection insurance (PPI); debt management plans; and pre-paid funeral plans.

**FSCS's mission is to provide customers with a trusted compensation service which helps raise public confidence in the UK financial services industry.**

FSCS has grown from modest beginnings in 2001 to help customers during historic events such as the 2008 banking crisis and the 2020 global pandemic. Its experience mirrors that of the industry, government, and regulators in adapting to change, learning, improving, and overcoming difficulties and its work has been recognised in many national awards.

FSCS has paid out billions in compensation and come to the aid of millions of customers. FSCS is funded by levies on the financial services industry, and its service is free to the individuals and businesses who need its help. By providing this service, FSCS contributes to market confidence and supports financial stability.





# FSCS: 2023/24 at a glance



**9,723**  
decisions on claims  
made for  
customers.



**19,008**  
customers  
compensated.



**21,275**  
payments  
(including returning  
premiums) made  
to insurance  
customers.



**£54m**  
in recoveries made  
from failed firms.



**447**  
firms that we paid  
compensation for,  
including those  
declared in default  
in prior years.



**84%**  
average customer  
satisfaction.



**5th year**  
recognised as an  
Inclusive  
Companies - Top 50  
UK Employer.



**100%**  
of non-recyclable  
waste diverted from  
landfill.



**£423m**  
in compensation  
paid to customers.



**41,826**  
regulated financial  
services firms  
providing funding  
for the FSCS levy.



**5,545**  
customers of failed  
credit unions  
automatically paid,  
most within seven  
days.



**51**  
financial services  
firms declared in  
default.



**8,158**  
new claims received  
by our claims  
service.



**82%**  
of survey  
respondents<sup>1</sup>  
said our existence  
increased their trust  
in financial services.



**89%**  
for staff  
engagement.



**100%**  
of paper used  
recycled.

# FSCS Key Relationships



**fscs**

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# Total Reward @FSCS



## Core My Flex Benefits

FSCS offer a wide range of core and voluntary employee benefits which are annually reviewed and benchmarked. We feel some benefits are so important that we offer them as part of our core benefit package funded by FSCS.

### FSCS funded:

- Personal pension
- Private medical insurance (for you, your partner, and dependent children)
- Life assurance
- Income protection
- Dental insurance
- Health screening
- Virtual GP
- Employee Assistance Programme (EAP)



## Optional My Flex Benefits

### Employee funded:

- ISA
- Will writing
- Critical illness insurance
- Discounted gym membership
- Travel insurance
- Tax-free childcare
- Holiday purchase
- Charitable giving
- Dining card
- Fun Pass
- Cycle to work scheme



## Work/Life Benefits...

### Additional benefits include:

- Flexible working
- Enhanced maternity, paternity and adoption leave with no minimum length of service (26 weeks full pay)
- Paid parental leave (three days annually)
- Enhanced dependants leave (20 paid days annually)
- Volunteering allowance (two paid days annually)
- 4 weeks work from anywhere policy
- Funding for eyesight & hearing testing/equipment
- YuLife health app
- Wellbeing resources (includes menopause, mental health, women's health)

Our Total Reward package brings together benefits, bonus, salary benchmarking and salary progression into one compelling package that showcases what the FSCS is about, how we want to support our people and what we recognise, value and reward.

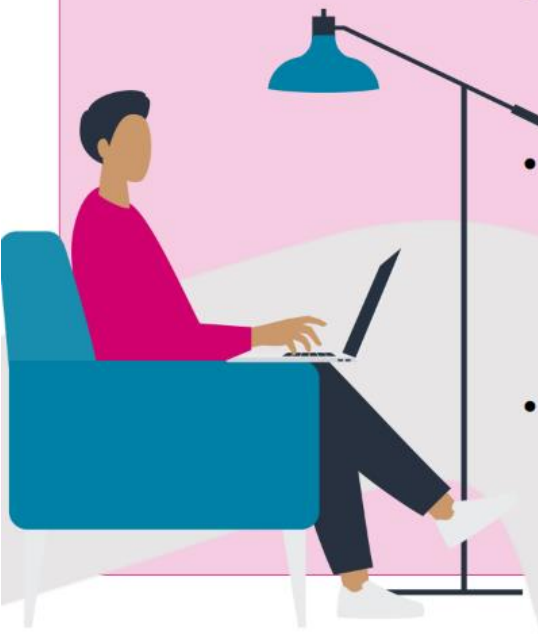


Financial Services Compensation Scheme

# Total Reward @FSCS



## Workspaces



- **Equipment Allowance** – an annual £200 allowance to purchase additional office equipment for your home working space.
- **Office Collaboration Spaces** – when you're and want to connect with colleagues you may not want to be confined to a desk. Our touch-down collaboration spaces allow you to get together informally.
- **Office Concentration Space** – a room with four private booths ideal for those who need quiet time to focus on a particular piece of work.

## Recognition

- **High Fives** – a great way to recognise and thank colleagues across the Scheme, at any level.
- **High Five Vouchers** – an opportunity for managers to recognise colleagues for going above and beyond with a monetary reward.
- **Fests** – quarterly socials to celebrate our achievements together and give back to the local community.
- **Annual People Awards** – celebrating the contributions and positive impact our people make on the organisation, each other and our customers.
- **Long Service Recognition** – valuing the experience and knowledge that our historians bring, celebrating their stories and recognising their contributions.



## Working@FSCS

**We are an organisation of nearly 350 permanent people and an average contractor population of 120.**

We're located in Beaufort House, Aldgate, London.

Our office environment is an important part of our culture at FSCS, providing a space for connection, collaboration, celebration, creativity, and compassion.

Our standard working week is 35 hours. To support the best home and working life balance we have a hybrid and flexible working policy that asks people to spend a minimum of 40% of their working hours at our office space and allows the hours worked to be flexed between 7am and 7pm.



# Life@FSCS

We recognise the importance of a diverse and inclusive workplace. We know that our diverse and purpose-driven culture helps us to deliver a brilliant service for our customers.

So, we're committed to ensuring that FSCS is a place where everyone can succeed in achieving their goals. We recruit from the widest, most diverse pool of talent and support colleagues once they've joined to create a real sense of belonging.

At the heart of this strategy is an open, honest and supportive culture that enables people to bring the best of themselves to work.



"It's so nice to have that engagement and support," she says. "It makes you want to go much further in your work and to be a reliable employee who goes the extra mile. You believe in the organisation and you feel supported by it in turn. This organisation is worth 100% of my effort."

**Alethea Beharie-Campbell,  
Recoveries Legal Specialist**

"FSCS offers 26 weeks of paid parental leave. I got a very warm feeling inside when I found that out. They don't have to do it, but it shows how much FSCS cares about their people, genuinely cares."

**Harpreet Likhari,  
SCV Data Assurance Manager**



## Life@FSCS continued

We support our people by recognising that FSCS plays an important role in creating a positive environment that allows everyone to feel like they belong. Our strategy during 2023/24 focused on five key elements for our colleagues' wellbeing: physical, emotional, social, financial and career.

In 2023, our work in this area was recognised in multiple awards and accreditations, including:

- Working Families' Top Employers of 2023
- Investors in People – Gold Accreditation
- Inclusive Top 50 Employers list for a fifth year running



January 25



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