



Specialists in IT Security Management

Job Description: Head of Incident Response

Role:	Head of Incident Response
Reporting to:	Chief Executive Officer
Size of Team:	10+ (drawn from MDR SOC and professional service team)
Job type:	Permanent role
Location:	The Company's HQ offices in London, with travel to partner and customer sites across the UK

What you'll do:

Reliance acsn has the mission 'to deliver world class cyber security advice and services tailored to our customers' needs, defending them with the best people and the right technology'. Put simply, we aim to become the pre-eminent, independent provider of cyber security advice and services in the UK. Whilst the supply base is crowded, there is space for a mid-market system integrator, known for outstanding customer service and independent and trusted advice for clients' information security needs. We believe incident preparedness and response will form a key part of our service offering, ensuring we become a one stop shop for our clients.

As Head of Incident Response, you will be pivotal in ensuring that we achieve our ambitions to grow a successful incident response business alongside our existing services. You will lead with the rigour necessary to maintain the highest standards that will nurture trust with our customers who need to be confident and have peace of mind from us as their security partner.

You will have overall responsibility for the line of business, its strategy, direction, growth and P&L. You will attract exceptional talent from the industry, build new propositions to market, lead the sales effort whilst keeping a close eye on the operational metrics, combining to drive top line growth and profitability. In the first instance you will be able to draw on nascent capabilities and skills within the business. There will be a close alignment between incident response, our MDR service and the advisory professional services team. We believe that we have a novel approach to delivering incident response and preparedness, with an innovative use of technology and a flexible resourcing model, drawing on skills from across the business and through partners. You will lead by example, helping to secure new clients and working directly on customer engagements and incidents.

As a key member of the leadership team, you will also be expected to act as a broader business leader, collaborating in activities outside of your immediate role. You will help shape the future of our business. You will be an ambassador for the business to the market and a role model to staff.

How you'll do it:

- You'll drive consistent focus on the fundamentals, strategic aims and commercial success
- You will build a powerful incident response capability, drawing on skills within our MDR SOC and from our professional services team
- You will build an ecosystem of partners to bolster our capabilities in niche and specialist areas and reduce our commercial risk
- You'll manage recruitment, utilisation & P&L of the incident preparedness and response business line
- You'll identify and manage operational risks ensuring they are communicated and managed proactively
- Establish and grow excellent customer relationships at Board level with your customers to ensure continued intimacy and ongoing business from our other business lines
- You'll have high levels of satisfaction in your team by treating your people as individuals, giving each person the support they need to succeed
- You'll ensure structure and processes are in place to support your team

Key Performance Indicators:

- Revenue and Profit v budget
- Revenue growth v budget
- Customer satisfaction
- Employee satisfaction / talent retention
- Team utilisation rates
- On time deliverables
- Identifying all opportunities for commercial gain

Personality profile:

- You will be an inspiring leader
- You can be relentless in your drive to get things done at pace, making carefully considered decisions and executing them effectively
- You inspire energy and motivation in the team and our customers with an outcome-based approach and a constant focus on commercial success
- You're a collaborator. You know who the experts are and where to go to get stuff done
- You have high standards and set the bar high. You work with others to ensure they meet your standards.

Skills and experience:

- Proven track record of leading and growing an incident response business
- Proven expertise as a practitioner in incident preparedness and response
- Proven experience of managing complex engagements with customers, helping them navigate a path to information resilience at a time of extreme stress for them
- Working under considerable pressure, being able to keep a clear head when others around you don't, to achieve the right outcome for our clients
- Comfortable operating at Board level, leading and guiding senior executives through complex technical issues in a language they can understand
- Excellent written and verbal communication skills with the ability to adapt your style to the audience
- Experience developing and leading high performing teams
- Commercially astute with excellent negotiation skills
- Highly numerate with experience of proactively managing budgets & scenario development