**Manchester City Council
Role Profile**

**Risk and Compliance Manager, Grade 9
ICT Service, Corporate Core Directorate
Reports to: Head of Cyber Security and Compliance
Job Family: Compliance and Regulation**

Key Role Descriptors

The role holder will ensure the provision of a skilled and confident workforce to deliver an effective, high quality operational, inspection, compliance and regulation service.

The role holder will provide advice, consultancy support and professional expertise to managers within and across directorates to ensure the organisation is able to meet strategic objectives in adherence with statutory regulations and guidance.

The role holder will assist in the development and implementation of quality assurance processes and mechanisms which measure quality in service delivery and meet inspection, regulatory and statutory requirements.

Key Accountabilities

Ensure the delivery of an effective, consistent service, creating a coherent approach to service provision and support. Support and provide expert advice to stakeholders within the organisation to ensure efficient service specific processes and strategies are in place to manage their service requirements.

Lead on the development and implementation of business planning systems, ensuring that plans and processes incorporate and reflect the strategic needs of the directorates as well as the over arching objectives of the wider organisation.

Identify key strategic service related issues, ensuring the effective implementation of timely and appropriate action. Champion improvements in the quality, consistency and coherence of service focussed activities with a consistent focus on improved quality, performance and customer service.

Effectively manage customer consultation working with key stakeholders both internally and externally to ensure feedback mechanisms are in place and maintained properly throughout the service.

Maintain competence in subject matter specialism, undertaking research and information gathering to ensure the Council adopts and maintains best practice in areas of specialism, providing ad hoc advice where necessary.

Monitor and evaluate service delivery to ensure that performance targets are met and review strategies and procedures as appropriate, aligning them with customer demand and feedback to continually enhance the service.

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A strong and clear advocate for the organisation's *m people* approach.

Roles at this level may be required to manage a range of assigned resources, which may be human, financial or other, to ensure continuous improvement in service delivery. Staff management duties may be either through direct line management of a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers. The roleholder will be expected to effectively co-ordinate resources to support the principals of 'joined up' communication and to ensure efficiencies are achieved.

Personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

Where the role holder is disabled, every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all duties of the job. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.

Role Portfolio:

Manchester City Council
Manchester City Council (MCC) supports a resident population of approx. 575,000 people and employs over 7300 staff & supports various external partnerships. The *Our Manchester Strategy - Forward to 2025* sets out how MCC will create a sustainable, equal and inclusive city. At the heart of these ambitions is the desire to achieve equality for all Manchester communities, recognising that for some communities this will mean more support is needed to reduce inequalities and improve outcomes.

The Council is split into Directorates: Adults' Services; Chief Executive's; Children's Services; Corporate Services; Growth and Development; Neighbourhoods; Population, Health and Wellbeing.

ICT & Digital Department
The vision of the ICT & Digital department is "a relentless drive towards digitally empowering better outcomes for the Council and its communities using inclusive, secure & connected technologies to underpin exemplary ICT & Digital service delivery."
The ICT & Digital department support Manchester City Council by providing technology, infrastructure, and digital services. These range from public facing websites to network operations and cloud services. ICT Portfolio and core functions include:

- **Digital Delivery & Business Partnering:** Lead and direct ICT for each of the Council directorates, ensuring the ICT Strategy is aligned to the delivery of the City's strategic priorities and enables services to deliver effectively. The Heads of Digital Delivery & Business Partnering are responsible and accountable for all new ICT & Digital related demand within the specific directorates for which they are responsible utilising teams of programme, project, and product managers to support the continuous delivery of transformational change.
- **Portfolio & Departmental Management Office (PDMO):** Ensures alignment of all ICT & Digital activity with strategic objectives, outcomes, and capacity to deliver, to enable benefit realisation and support continual service improvement. Provides governance standards across all ICT & Digital areas to allow proactive selection, prioritisation, and control of the complete portfolio of activity. Has overarching responsibility for all financial management, contracts and licensing that underpin effective transition and sustainable ICT & Digital service delivery.
- **ICT Operations:** Provides the core operational function of the ICT & Digital department. It is responsible for the following IT Infrastructure Library (ITIL) functions: Service Desk, IT Operation Management, Technical Management, Platform Management and Application Support Management. ICT Operations is at the forefront of ICT service delivery and is one of the most important elements that keeps the organisation running.
- **Cyber Security & Compliance:** Provides the operational security controls, security guidance, security assurance, cyber risk management, and compliance activities that support all products and platforms within the Council. Protects networks, devices, and data from unauthorised access or criminal use by the practice of ensuring confidentiality, integrity, and availability of information.
- **Enterprise Architecture (EA):** Provides a well-defined practice for conducting enterprise analysis, design, planning, and implementation for the successful development and execution of strategy. Enterprise Architecture reduces redundancy, complexity and information silos and business risks associated with ICT investments.

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A high-level summary is provided below to add scale and context to the wide variety of services provided by the Council's ICT & Digital service that is also supported by an investment plan to deliver Digital Transformation across:

- 212 Office locations inc. 27 libraries
- Circa 8000 ICT users and 96 elected Councillors
- 200+ Line of Business Applications
- 1000+ Virtual Servers hosted across resilient Cloud and On-Prem Data Centres
- 10,000+ Laptops, PC's, and associated End User Devices
- 300 printers

Cyber Security and Compliance Team
The wider Cyber Security and Compliance Team provide the operational security controls, security guidance, security assurance and compliance activities that support all products and platforms within the Councils. Protecting networks, devices, and data from unauthorised access or criminal use by the practice of ensuring confidentiality, integrity, and availability of information. These services underpin all operational IT and digital services for the whole organisation that are consumed by our internal staff, external partners along with the customers, residents and visitors of Manchester.

Risk and Compliance (ICT)
The ICT Risk and Compliance team plays a crucial role in managing and recording risks associated to project delivery, operational and cyber risk registers along with third-party risk management. It encompasses strategies, policies, and procedures to protect information assets, ICT assets, and relevant physical components.

Compliance is a key aspect, ensuring adherence to laws, standards, and guidelines related to data security and technology usage. Developing and maintaining ICT policies is essential, covering areas like acceptable technology use, data protection, and incident response.

Additionally, the Risk and Compliance function oversees the delivery of core cyber security training compliance, ensuring all employees receive relevant training to prevent cyber security incidents.

The role and experience of the Compliance Manager should include:

- Significant knowledge of the relevant legislative framework and professional standards both within the ICT industry and in particular to a Local Authority.
- Significant understanding of the ISO27000-series.
- Detailed Knowledge and Understanding of PCI-DSS Compliance
- Ensure appropriate and effective governance and compliance is consistently applied.
- Experience of writing ICT policies, standards and processes that meet legal and service requirements and are in accordance with best practice
- Develop effective processes to measure and monitor security and system reliability and maintainability
- Significant knowledge of Business Continuity Planning.
- Provide security expertise for the organisation.

- Own governance processes within the service, ensuring these are continually reviewed, updated and communicated to the appropriate audiences throughout the Council.
- Conduct governance and compliance self-assessments for the ICT Service, reporting on governance and compliance breaches and monitor, facilitate, and in appropriate circumstances partake in, remedial actions to help eliminate or mitigate governance and compliance risks and non-compliance with legislation and regulation.
- Undertake risk assessments and make recommendations for action, ensuring that the Service Areas Business Continuity Plan and Disaster Recovery Plan are considered.
- Ensure the dissemination of procedures, standards and related materials.
- Recent experience of report writing, supported by transparent and factual data analysis; with the aim of demonstrating problems, opportunities and options with / for the services.
- To work flexibly as required to meet customer demand and service requirements.

<u>Key Behaviours, Skills and Technical Requirements</u>

Our Manchester Behaviours

- We are proud and passionate about Manchester
- We take time to listen and understand
- We 'own it' and we're not afraid to try new things
- We work together and trust each other
- We show that we value our differences and treat people fairly

Generic Skills

- **Communication Skills:** Ability to negotiate difficult agreements with wide impact; ability to influence or persuade internal or external stakeholders.
- **Analytical Skills:** Skills to analyse a wide range of data and other sources of information to break them down into component parts, patterns and relationships; probes for further understanding of problems and makes rational judgements from the available information and analysis demonstrating and understanding of how one issue or risk may be part of a much larger system/issue.
- **Planning and Organising:** Excellent time management skills, creating own work schedules, prioritising, preparing in advance and setting realistic timescales for own self and others. Has the ability to visualise a sequence of actions needed to achieve a specific goal and how to estimate the resources required.
- **Project Management:** Proven ability to influence, monitor and control the risk environment, both strategic and operational, through effective allocation of roles and responsibilities.
- **Problem Solving and Decision Making:** Ability to formulate independently a range of options for new or unfamiliar situations and to select the appropriate course of action to produce a logical, practical and acceptable solution. An ability to make independent decisions of a relatively uniform nature.
- **ICT Skills:** Skills to ensure the availability, integrity and searchability of information through the application of formal data structures and protection measures.
- **Creative Skills:** Thinks creatively to plan and examine potential business processes and operating models and to develop a range of creative and original solutions that meet the strategic needs of the business.
- **Policy Skills:** Ability to design effective policy delivery and implementation frameworks and key performance indicators.
- **Strategic Thinking:** Ability to identify best practice and analyse trends and patterns to develop ideas for the strategy of the service.

Technical Requirements (Role Specific)

- CRISC - Certified in Risk and Information Systems Control or equivalent

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