Bromford Flagship LiveWest

Security Operations Manager

Reports to: Group IT Director Information Security

The part I play at Bromford Flagship LiveWest to enable people to thrive is:

To lead the day-to-day delivery of security operations for the organisation, supporting the Group IT Director Information Security in protecting services, data and colleagues from cyber security threats. I provide operational leadership across security monitoring, incident response and vulnerability management, ensuring operational security controls operate effectively and consistently in line with agreed risk appetites. I lead and support a team of Cyber Security Engineers.

I am accountable for the effective operation of security tooling, processes and third-party services, ensuring security events are identified, investigated and responded to in a timely and proportionate manner. Liaison with the external SOC/MDR services in place is a vital component of my role. I lead the organisation's response to information security incidents, coordinating across technology, business and supplier teams to minimise impact, support recovery and ensure clear communication, escalation and post-incident learning.

Working closely with infrastructure and operational IT teams, I embed security into operational processes. I liaise with the Head of Information Security, Risk and Compliance on framework compliancy, policy creation and risk management and with the Security Assurance Manager to assist their assurance activities I also maintain operational security documentation, playbooks and metrics to demonstrate performance and risk levels.

Through operational insight, organisational knowledge and threat landscape awareness, I ensure security operations evolve to address emerging risks and improve maturity. As part of the wider technology leadership community, I role-model a collaborative and accountable culture, supporting delivery excellence, transparency and shared ownership of security outcomes.

My skills and experience include:

I have experience of managing a Security Operations team, with the technical skills and experience to effectively manage incidents and vulnerabilities. I have extensive experience of handling security incidents, threat hunting, identifying and addressing vulnerabilities, creating playbooks,

My experience must include the Microsoft Security stack including EntraID, Inune, Defender and Sentinel.

I have excellent communication skills and am able to liaise with stakeholders at all levels and external SOC/MDR services.

I hold a relevant professional qualification such as CISSP.

The skills I will develop include:

Through training and external networking I will have the opportunity to develop my security operations and system-specific technical skills.

With the support of my colleagues and line manager I will develop my leadership skills and experience, whilst also building my knowledge of the housing sector.