IT Security & Infrastructure Manager

ILG has grown from a small, ambitious company providing warehousing and delivery services out of one warehouse in Sussex to one of the UK's leading 3PL providers in the sector in which it operates.

Our warehousing operation provides our clients with specialist outsourced order fulfilment and delivery services to retailers and consumers at home. Providing high-quality warehousing, order management, rework, product personalisation and stock control to prestige brands in sectors including, Health & Wellbeing, Technology, Luxury & Fast Fashion, Beauty, Skin Care, Hair Care & Cosmetics.

Our delivery business provides local and national clients from all sectors with personal customer care and access to a wide range of global parcel and freight carriers at below market pricing. We also provide a single technology platform to produce shipping documentation and a shipment tracking capability for multiple domestic and global parcel carriers.

In 2018 we became part of Yusen Logistics (YL), which has strengthened our freight forwarding service offering by air, road and ocean to add to our established global parcel delivery services. Demand for our services is at an all-time high resulting in significant investment in our ambitious growth strategy with Warehouses across the South East, Midlands and extending into mainland Europe.

Reporting into the IT Director, you will be responsible for driving a culture of IT Security best practice within ILG as a subject matter expert, ensuring our systems, processes and controls meet agreed standards.

You will also have responsibility to ensure ILG's core IT infrastructure and network is suitably managed, scaled and secured, to meet the requirements of the business.

Main Responsibilities:

- Cyber Security subject matter expert, with responsibility for all IT and InfoSec governance, standards, and control matters within ILG - driving continuous improvement and best practice within the company.
- Manages the internal IT Infrastructure support, and project function – with responsibility for cloud and on-prem networked infrastructure (servers, routers, switches, wi-fi access points) and network connectivity to ILG's sites.
- Maintains company NCSC Cyber Essentials certification and strives to achieve future target standards (e.g. ISO 27001).
- Develop, implement, and maintain all IT / Information Security policies and procedures within the company.
- Undertakes IT security risk assessments, ensuring all risks/issues are quantified and have assigned owners with risk mitigation defined. Provides stakeholder reporting as required.

- Ensures IT compliance training is fit for purpose, and adopted by all employees, in collaboration with HR, and Yusen Logistics.
- Internal and external IT and Information Security audit coordination and action planning.
- Ensures that Yusen Logistics security requirements and policies are satisfied within ILG and supporting partners.
- Develops, maintains, and executes the IT Disaster Recovery plan, and supports Business Continuity planning to achieve agreed RPO and RTO targets.
- Provides IT security and infrastructure subject matter expertise to support matters and projects, as required.
- Commissions IT penetration testing, and manages vulnerability remediation, in collaboration with IT colleagues and/or third-party partners.
- Cyber Security Incident Management responsibility, and liaison with third party governing bodies as needed.
- Line manager to assigned cyber security and infrastructure specialists, ensuring team members have clear objectives, personal development plans and clear role direction.
- Stays informed on current and emerging security threats that could compromise ILG and provides management reporting as required.
- Stays informed on latest security systems, tools, trends, and technology.
- Ensures cyber security remains suitably prioritised by all staff within the company, including visibility at ILG board level.
- Partners with colleagues in Yusen Logistics, to ensure ILG can leverage shared Regional IT services, where available and appropriate to do so.
- Builds and maintains the IT Security and IT Infrastructure roadmap(s) in alignment with company strategy.
- Contributes towards the execution of the company and IT strategy.
- Manages the IT security and IT Infrastructure budget.
- Supports the IT Director as required.

Selection Criteria:

- Previous hands-on experience working as an IT Manager, IT Security Analyst, Infrastructure/Network engineer, Systems Analyst, or equivalent role.
- Familiar with common cyber security attack methods (e.g. Denial of service, phishing, ransomware, and hacking), and knowledge of how to mitigate risk.
- Bachelor's degree in computer science, cyber security, or similar field (desirable).
- Relevant professional qualifications, e.g. SSCP, CISSP, CISM (desirable).
- Knowledge of IT Compliance standard, ISO27001, Cyber Essentials or similar.
- Microsoft Azure certified (Azure Administrator Associate / Azure Solutions Architect / Azure Security Engineer) or related qualifications (desirable).
- Hands on technical implementation and/or management experience with Azure infrastructure services, Azure Defender and Microsoft Entra ID.
- Good practical knowledge of data classification, data confidentiality and applicable laws – including GDPR.
- IT and Network infrastructure design experience, e.g new site implementations and expansions.
- Previous experience writing IT and/or InfoSec policies and procedures.

- People management and leadership experience.
- Proven ability to work in a high pressure, deadline driven environment.
- Excellent communication skills.
- Excellent analytical, organizational, and decision-making skills.
- ITIL Foundation qualified (desirable).
- Budget management skills (desirable).
- IT Project management skills.
- The role requires you to be able to travel to ILG sites as needed in support of business needs, and in-line with the ILG home-working policy.