



Cyber and Fraud Centre Scotland

Job Description

Job title: Professional Services and Incident Response Manager

The Role

This is a leadership role at the heart of our operational services. You will manage our professional services portfolio—including testing, training, and advisory services—while also leading our Incident Response function, ensuring organisations receive rapid, reliable, and expert support in the moments they need it most from the Centre but also from our Incident response partners.

You'll combine technical understanding with strong people, delivery, and stakeholder skills. You'll help shape our service strategy, maintain high standards of delivery, and drive continuous improvement.

Key responsibilities

Professional Services

- Lead the planning, delivery, and quality assurance of our cyber and fraud professional services offerings.
- Manage a team of technical specialists high-quality, customer-centred services.
- Scope, design, and refine Cyber Security service packages such as Pen testing, VCISO, Vulnerability testing and training programmes.
- Work closely with public sector and private sector partners to identify emerging needs and evolve our services accordingly.
- Ensure services are delivered on time, on budget, and to a consistently high standard.

Incident Response

- Oversee the Cyber and Fraud Centre's Incident Response service, ensuring rapid and effective support for organisations experiencing live cyber or fraud incidents.
- Coordinate incident with external partners, and law enforcement contacts (including Police Scotland).
- Act as a senior escalation point during significant incidents.
- Maintain preparedness through documentation, playbooks, and continuous service maturity improvements.

- Support post-incident reviews and learning to enhance Scotland's overall cyber resilience.

Leadership & Stakeholder Engagement

- Provide leadership, coaching, and development for your team.
- Work closely with the CEO and senior leadership team to shape strategy and operational planning.
- Build trusted relationships with clients, partners, and national stakeholders.
- Ensure compliance with internal processes, data handling requirements, and sector best practice.

About you

We are looking for someone who is as passionate as we are about strengthening cyber and fraud resilience across Scotland.

You'll bring:

- Experience in cyber security, incident response, consultancy, or a related field.
- Strong team leadership skills and the ability to motivate and develop others.
- Excellent communication, client-facing, and stakeholder management skills.
- A calm, structured approach to problem-solving—especially under pressure.
- A proactive mindset and the confidence to shape and improve services.
- Knowledge of cyber resilience frameworks, security best practice, and threat landscapes (not necessarily deeply technical).

Desirable:

- Experience delivering consultancy or professional services.
- Familiarity with NCSC guidance, cyber incident response processes, or fraud prevention measures.
- Understanding of the Scottish business and public sector landscape.

You must have the right to work in the UK.

What We Offer

- The chance to make a meaningful impact on cyber and fraud resilience across Scotland.
- A supportive, mission-driven team environment.
- Professional development opportunities and exposure to a broad range of organisations and sectors.
- Hybrid working with flexible arrangements.
- A culture built on trust, collaboration, and public good.

More information

To apply, please send your CV and a short cover letter explaining why you are the ideal candidate to to Kara.McLaughlin@cyberfraudcentre.com. Application deadline: 5pm Friday 17th of April.