

Job description

Job title	Cyber Incident Response Specialist
Employment type	Full-Time Permanent
Reporting to	Claims Director
Working hours	9.30am – 5.30pm - Monday to Friday (Role requires out of hours work and potential travel)
Location	85 Gracechurch Street, London EC3V 0AA
Salary	£ Competitive
Bonus	Discretionary Bonus Plan

At CFC we pride ourselves on being an employer of choice. We were delighted to be recognised in the *'Sunday Times 100 Best Companies to Work For 2019'* including a placing within the Top 30 for London!

CFC Benefits include 25 days holiday, private medical insurance (plus dental and optical cashback benefit), life insurance scheme, income protection scheme, pension plan, season ticket loan, subsidised gym membership, employee wellbeing programme (including on-site massages), 24/7 employee assistance programme and dress down Fridays. CFC social events include the summer party weekend, Halloween and Christmas parties.

About CFC

CFC is a specialist insurance provider and a pioneer in emerging risk. With a track record of disrupting inefficient insurance markets, CFC uses proprietary technology to deliver high-quality products to market faster than the competition while making it easier for brokers to do business. Our broad range of commercial insurance products are purpose-built for today's risks, and we aim to give our customers everything they need in one, easy-to-understand policy.

Headquartered in London and backed by Lloyd's, CFC serves more than 70,000 businesses in over 80 countries. We're privately held and growing faster than any of our competitors in the market.

Although insurance is a serious business, our culture isn't too corporate and we never take ourselves too seriously. We are 'one-team' and enjoy a culture of openness and encouragement. We invest heavily in the learning and development of our people and enjoy a fast paced working atmosphere that is friendly, supportive, and fun.

Role definition

With 28,000 cyber policyholders in over 60 countries around the world, we have the largest specialist team of cyber underwriters in the London market and the second largest portfolio by gross written premium. In order to remain at the front of this exciting market it is critical that we continue to innovate with our products and service offerings.

As a result, we are looking to recruit a Cyber Incident Specialist to join the incident response and cyber claims teams. The role will help to deliver a market leading cyber incident response service alongside the Incident Response Manager. They will provide urgent support to insureds' with cyber incidents; advising on the best course of action and performing some initial analysis where appropriate. They will work with our extensive network of incident response, forensic, legal and PR vendors to provide insureds' with a high quality and cost effective service.

In addition to this 'front line' support; the Cyber Incident Specialist will work with the incident response, claims, products and underwriting teams to deliver improvements to the service and products CFC offer. This includes working on risk management services including desktop exercises and IR plan reviews for insureds.

This role is ideal for someone from a client facing background as a technical consultant with experience in incident handling who wishes to dive into the world of cyber insurance with a leader in the field.

Key responsibilities & Accountabilities

- Provide high quality and efficient support and advice to insureds' with cyber incidents;
- Actively manage a panel of response vendors during cyber claims incidents to ensure a consistent and market leading response service is offered to insureds;
- Work with the cyber claims adjusters to efficiently and fairly review incident claims and coverage;
- Support the Cyber Incident Response Manager and Claims Director with the development of a market leading cyber claims and incident response service;
- Develop the incident response team and capability;
- Perform preliminary analysis and triage for incidents and help to develop CFCs technical in-house capabilities;
- Foster good relationships with policyholders, brokers, underwriters and capacity providers, and drive excellent customer service;
- Work with the incident response, underwriting and products team along with external vendors to develop and deliver a variety of risk management services, tools and products;
- Support the selection and maintenance of incident response vendors;
- Support the delivery of client seminars by speaking about cyber incidents and handling.

- Ensure CFC's claims department continues to act as an effective TPA for its capacity providers in accordance with binding authority and claims handling agreements, with adherence to Treating Customers Fairly (TCF) and Conduct Risk.

Skills & Ability

- Able to deal with external customers and brokers in high stress situations;
- Capable of managing both the technical and non-technical aspects of dealing with cyber incidents and/or forensic investigations;
- Excellent communication skills and capable of credibly speaking to clients and partners regarding cyber incidents and the value CFC's products and services provide in responding to them;
- Skilled at working within teams delivering cyber incident response, in particular those of vendors. Experienced with reviewing and challenging scopes of work;
- Willingness to learn and understand cyber policy wordings.

Knowledge & Experience

- Demonstrable cyber security related experience, preferably in a client facing role;
- Experience in incident handling and investigation across several incident types, ideally with experience leading incident responses or forensic investigations;
- Experience developing incident response plans, playbooks, and delivering customer facing presentations and workshops;
- Experienced at working with cyber incident response vendors, in particular legal and forensic providers;
- Knowledge on appropriate remediation and recovery actions, as well as longer term preventative measures;
- Experienced with cross border and international cyber incidents or forensic investigations;
- Experienced at utilising and developing intelligence around threats;
- General knowledge of the insurance industry (preferred).

Education & qualifications

- Honours Degree, preferably with a focus on a technical area (computer engineering, computer science, information security, etc.);

- Industry certifications in cyber security and/or incident response (e.g. CISSP, GCIH, CCFP, or CREST incident response qualifications).

Our Core Values



CFC Core Values

- Passion & Perseverance**

We're passionate about what we do and it shows.
- Respect & Humility**

We treat everyone as we would want to be treated.
- Intensity**

We hold ourselves to the highest standards, always.
- One Team**

We show up as one team to achieve outstanding results.

[Apply now](#)

Our mission is to radically simplify the way commercial insurance is bought and sold.

