



## Job Description

**Job Title:** Head of Civilian Government

**Reporting to:** Country Lead, UKINI

**Location:** Remote, UK

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### **Job Purpose:**

To be responsible for driving SANS growth within the UK Government sector, by leveraging a deep understanding of the cybersecurity landscape and developing and executing strategies to achieve business expansion. To identify and secure high-value contracts, managing existing partnerships, and embedding SANS programmes across Government departments and agencies, in alignment with SANS brand, values and mission.

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### **Main duties and responsibilities**

#### **Business Development**

- Understand the UK Government's cybersecurity landscape, particularly Government Campus/CSL, to craft and implement strategies aimed at expanding SANS' presence, increasing market share, and driving long-term growth.
- Develop strategies to better leverage the Government Campus as a platform to broaden SANS' reach within the UK Government, ensuring alignment with the Security Profession Programme and the UK Cyber Security Council's standards.
- Manage and expand direct relationships with existing Government departments, agencies, and arm's-length bodies to achieve business growth.
- Engage and persuade senior Government officials by promoting SANS' best-in-class cybersecurity training solutions.
- Understand the full SANS portfolio to identify opportunities and differentiate our offerings from competitors.
- Stay abreast of current and emerging cybersecurity trends within the UK Government and globally and integrate this knowledge into strategic planning.
- Translate cybersecurity industry developments into solutions that address customer challenges and align with their goals.
- Effectively communicate SANS' business strategy and the broader SANS brand value proposition.
- Conduct face-to-face meetings with senior government stakeholders to foster strategic relationships.
- Provide accurate sales forecasts in line with SANS' CRM (Salesforce) and business processes.

#### **Programme Development**

- Identify cybersecurity skills gaps within government bodies, leveraging the Cabinet Office's Security Profession Career Framework. Support and help embed the UK Government's Security Profession Programme and the UK Cyber Security Council's 16 disciplines across government departments.
- Identify and win new business for SANS across various Government sectors and agencies.
- Facilitate the seamless onboarding of newly acquired departments into SANS programmes and services.



### **Client Relationship Management**

- Serve as the single point of contact for senior UK Government stakeholders, ensuring satisfaction, long-term partnership and growth.
- Ensure the delivery of a world-class customer experience by proactively managing customer success and satisfaction.
- Conduct regular, effective reviews of assigned accounts to assess performance and identify opportunities for further engagement.
- Proactively network within the UK Government sector and attend relevant industry-specific events to build relationships and generate new leads.

### **Additional Responsibilities**

- Take ownership of performance metrics, including sales targets, KPIs, and other set objectives, ensuring they are met or exceeded.
- Lead the tender process for academy procurement opportunities within the Government sector.
- Build and maintain strong relationships with peers and senior executives across SANS to align strategies and goals.
- Uphold and promote the SANS brand, mission, and values in all professional interactions.