SENIOR MANAGER: IT GOVERNANCE, RISK & COMPLIANCE

Information and Communication Technology Services Department

The University of Cape Town (UCT) has consistently been ranked as the No.1 public university in Africa and is currently ranked within the top 10% of universities internationally, by the Times Higher Education World University Rankings.

This achievement reflects the institution's leadership, the quality of its Teaching & Learning and Research programs, and the commitment to service delivery by its various professional and administrative support services (PASS) departments.

In line with its commitment to sustainable growth and good governance, the University is seeking to appoint a suitably qualified, skilled and motivated Senior Manager of IT Governance, Risk and Compliance (IT GRC) in the IT Governance Services Division (GSS) within its central Information & Communication Technology Services (ICTS) department.
The Senior Manager of IT GRC will play a critical role in ensuring the effective management of the organization's IT-related governance processes, risk management strategies, and compliance initiatives. You will be responsible for developing and implementing strategies, policies, and procedures that align with industry best practices and regulatory requirements. By collaborating closely with cross-functional teams, you will help the organization maintain a secure, compliant, and resilient IT environment.

The environment is results-driven and one where team members are trusted, supported, and empowered to grow, where healthy work-life balance is promoted, contributions are valued, and achievements are celebrated.
A hybrid, remote working model is on offer, and while some onsite meetings at the Cape Town-based offices will be required, most of the work and engagements can be conducted remotely / virtually via the Microsoft Teams platform.

The ideal candidate will: have excellent verbal, written and inter-personal communication skills with the ability to develop strong relationships with diverse, cross-functional stakeholder groups; be service-oriented and results-driven with a track record of quality delivery with attention to detail and within agreed timelines; have strong analytical thinking and problem-solving skills; be skilled at planning, time management and coordinating activities; demonstrate high levels of enthusiasm, initiative and adaptability; have a track record of accountability, following through on commitments and driving tasks through to completion; demonstrate high levels of professionalism and maturity, adept at working well independently and as part of a closely-knit team, contributing toward the team's performance and growth.

Purpose of the Position:

The Senior GRC Manager will play a pivotal role in supporting the Director of IT Governance Services in establishing and maturing the University's IT GRC processes and practices with a focus on the following Key Performance Areas (KPA's):

KPA's:

1. **GRC Projects:**
   - Serve as the Business Lead on GRC-related projects (as directed);
   - Assist with Scoping, Planning, Execution and Monitoring of GRC-related projects – e.g.
     - IT Disaster Recovery
     - IT Vendor Governance / Third Party Risk Management

2. **IT Governance:**
   - Lead the definition and implementation, of Key Performance Indicators (KPIs) across the ICTS department, working closely with the ICTS BI/Reporting Analyst and aligned with industry-accepted IT standards (e.g. COBIT, ISO, ITIL etc.);
   - Collaborate with cross-functional stakeholder groups to co-develop and implement IT-related policies, processes and procedures, and maintain the ICTS Policy Register.
   - Work closely with the Business Analysis team to define and map GRC-related processes and workflows along with RACI matrices for various IT processes.

3. **IT Risk & Issues Management:**
   - Lead the ICTS departmental Risk Management Forum (RMF);
   - Facilitate the Identification, Assessment and Mitigation of ICT risks, through ongoing engagement with the ICTS Directorate & members of the RMF.
   - Facilitate the maintenance of the ICTS Risk and Issues Register

   - Provide specialist support / guidance in the design of risk mitigation plans.

o Guide and support the selection of appropriate Controls and Monitor and report on their implementation to mitigate risks appropriately.

4. **IT Processes and Controls:**

   o Lead the design and implementation of a risk-informed system of IT Controls in the ICTS department that is aligned with best practice industry standards and frameworks (e.g. COBIT 2019, ISO 27001/27002, ITIL, TOGAF, NIST SP 800-53, CIS Critical Security Controls (CIS CSC), POPIA, etc.).

   o Lead the review and monitoring of compliance with approved business processes and control frameworks within the ICTS department.

5. **IT Quality Assurance & Compliance Management:**

   o Facilitate internal departmental reviews and assessments against adopted standards (e.g. COBIT 2019, ISO 27001 etc.) to assist with compliance management and the improvement of IT / business processes.

   o Assist with assurance reviews of IT Projects, within the ICTS project office, against project management industry standards adopted.

   o Facilitate Compliance reviews and testing procedures.

6. **Internal / External Audits:**

   o Oversee activities by ICTS units to meet the requirements of internal and external audit reviews;

   o Oversee and monitor remediation plans / projects / activities in response to audit findings.

7. **Reporting:**

   o Produce GRC-related management reports for various Governance and Management structures.

Requirements for the Job:

1. A qualification in Information Systems, Information Technology, Computer Science, Business Studies, or a related field at either:
   o NQF-6 level (Diploma / Advanced Certificate) **PLUS** at least 8 years of proven experience in IT GRC management in an enterprise (large/complex) IT environment; or

   o NQF-7 level (Bachelor's Degree / Advanced Diploma) **PLUS** at least 6 years of proven experience in IT GRC management in an enterprise (large/complex) IT environment.

2. A proven track record of facilitating the selection, design, implementation and testing of IT Controls.

3. In-depth knowledge of relevant IT Governance and Risk Management standards and frameworks (e.g. COBIT, ISO, ITIL etc.).

4. Good knowledge of Information Security standards and principles (e.g. ISO 27001);

5. Experience in facilitating compliance audits / internal self-assessments.

6. Excellent Oral and Written English Communication skills (including report-writing) and Presentation skills.

7. Strong analytical and problem-solving skills with the ability to assess complex situations and make informed decisions.

8. Strong leadership capability with the ability to influence and motivate cross-functional teams.

9. Strong planning, organizing, coordinating and work management skills;

10. Excellent inter-personal skills with the ability to build and maintain strong relationships with diverse stakeholder groups (including executive management to technical staff).

11. Good business acumen;

12. Experience in Project Management techniques to effectively manage multiple initiatives concurrently.

Additional Requirements (Advantageous but not Essential):

- An industry-recognised professional certification in IT Risk Management, IT Governance or Information Security Management (e.g. CRISC, CGEIT, CISM)

- Experience / knowledge of IT in the South African Higher Education sector.

Remuneration:

- This position offers a competitive salary and benefits package along with opportunities for professional development and growth for the successful candidate, their spouse / partner, and children.

If you are a seasoned IT Governance, Risk and Compliance professional who thrives in a dynamic team environment, we encourage you to apply by sending the below documents via email in **pdf format** to: icts-jobs@uct.ac.za

- UCT Application Form (download via https://www.forms.uct.ac.za/hr201.doc
- Cover letter;
- Detailed Curriculum Vitae (CV);
- Copies of relevant qualifications and certifications;

An application which does not comply with the above requirements will be regarded as incomplete and will not be considered. Only shortlisted candidates will be contacted and may be required to undergo a competency test.

Telephone:	021 650 3012	**Website:**	www.icts.uct.ac.za
Reference number:	E23815	**Closing date:**	28 August 2023

"UCT is a designated employer and is committed to the pursuit of excellence, diversity, and redress in achieving its equity targets in accordance with the Employment Equity Plan of the University and its Employment Equity goals and targets. Preference will be given to candidates from the under-represented designated groups. Our Employment Equity Policy is available at www.uct.ac.za/downloads/uct.ac.za/about/policies/eepolicy.pdf. *"*

UCT reserves the right not to appoint.