LONGWALL

Longwall Security Limited
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Job Description

Job Title: Professional Services Consultant

Revision Date: April 2025

Location: Home-based, travelling to client sites or other locations as needed in the performance of the role.

About Longwall Security

We are a leading cyber security specialist, delivering innovative & preventative strategies to protect organisations, their communities & data. We go beyond the conventional service provider – to our clients, we are an organic extension of their team.

Together, we are expert & extraordinary people sharing a passion for delivering outstanding service. We make a positive impact in every client engagement, focusing on addressing needs & pain points to drive essential business outcomes.

We believe in one team, succeeding together. For all our clients, partners & people, we'll be:

Exceptional

We strive to make an **impact** in everything we do.

Trusted

We deliver through close **partnership** & **collaboration**.

Determined

We **love** what we do & will go the extra mile.

Human

We **respect** & **support** each other to be our best.

Our purpose? Securing organisations so they can confidently do what they do best.

Role description

As a Professional Services Consultant at Longwall, you will be a key technical face of our brand, delivering high quality implementations, solution enablement, and architectural designs across a range of security technologies.

This role is not just about deploying solutions to best practice — it's about enabling our clients. You'll work with clients on individual sessions, run enablement sessions with client groups and assist our pre-sales function by supporting webinars & workshops. The goal is to help clients to maximise the value of their security investments.

There is a strong focus on supporting Continuous Threat Exposure Management (CTEM) activities, helping clients identify exposures, reduce risk, and improve their security posture through ongoing technical improvement.

You'll work across endpoint, email, web, and cloud security technologies, helping to deliver real world outcomes and ensuring solutions align to both SMB and enterprise environments.

Role responsibilities

- Deliver high quality implementations, configurations, and optimisations of security technologies across client environments.
- Design and document secure architectural solutions tailored to client needs, ensuring alignment with enterprise security best practices.
- Conduct CTEM sessions with managed clients, identifying exposures and supporting continual improvement initiatives.
- Assist the pre-sales function by supporting webinars, workshops, and enablement sessions to help clients maximise value from their solutions.
- Perform solution health checks, identify bad practices, and produce recommendations to strengthen client security postures.
- Produce professional technical documentation, including solution designs, service statistics, and assessment findings.
- Collaborate with internal teams and partners to ensure seamless service delivery and a strong client experience.
- Work through longer term projects with clients, creating sprints for manageable improvement in client environments
- Be an active contributor to the Longwall team, making constructive suggestions for improvement or new opportunities; asking for support when needed and giving it when asked.
- Adhere to Longwall Security internal policies as defined and updated from time to time.
- Other reasonable duties as required in support of Longwall Security goals.

Benefits

- 28 days annual leave + bank holidays
- Ongoing fully funded training & certifications
- Regular company social events
- Life cover
- Sickness cover*
- Private medical cover*
- Home working allowance*
- 5% employer pension contribution

*on completion of probation

Applicant profile

	Essential	Desirable
Experience	• Experience implementing and configuring security technologies across enterprise environments • Conducting CTEM sessions or equivalent exposure management activities • Delivering architectural designs and bespoke client security solutions • Running enablement sessions, technical workshops, or webinars • Hands-on experience across multiple security technologies (Anti-Malware/EPP, Email, Web, Cloud Security)	• Experience with Rapid7 solutions (InsightVM, InsightIDR, InsightConnect) • Previous experience delivering professional services or technical consultancy • Health checks and security assessment delivery experience • Ability to build strong relationships with clients and partners
Knowledge & Skills	• Strong technical understanding of security tools and enterprise technology environments • Ability to translate business requirements into technical designs • Confident presenting technical material to both technical and non-technical audiences • Skilled at producing clear documentation, including statements of work, solution designs, and technical documentation • Ability to spot and document bad practice and recommend improvements	• Familiarity with vulnerability management, CTEM methodologies, and exposure management processes • Understanding of multi-layered enterprise security architecture • Awareness of best practices for enterprise security deployments
Behaviours	• Focused on delivering excellent service to clients • Committed to continuous learning and developing new skills • Takes pride in high quality work and getting things right first time	• Highly organised, process driven, and good at documenting work clearly
Qualifications	• Entitlement to work in the UK • Full UK driving licence	• ISC2 SSCP, CCSP • ISACA CISM • ITIL Foundation or equivalent certification • Vendor-specific cyber security certifications (e.g. Microsoft, AWS, Rapid7)