

## ROLE PROFILE

# Head of ICT Operations

### Grade

C

Chief Executive Officer



Chief Information Officer



Head of ICT Operations



**Direct Reports:** Head of Technical Delivery, Service Delivery Manager, ICT Business Partner, ICT Lead Trainer, ICT Senior Apps Lifecycle Specialist, ICT Applications & Digital Manager, Service Transition Manager

### Department

Information  
Comms & Tech



ICT Operations

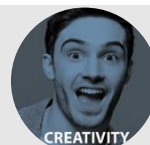
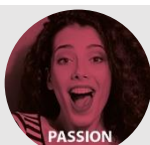
### Role Overview

Ensure the ongoing provision, development and maintenance of the Company's core network infrastructure, business systems and telephony, including responsibility for service desk, training and ICT supplier management.

## RESPONSIBILITIES

- Develop and manage the ICT operation and capabilities required to support the effective management of ICT.
  - Lead and provide direction to the ICT function on priorities and allocate resources accordingly.
  - Lead and motivate the ICT function in delivering customer centric service delivery aligned to agreed Service and Operational Level Agreements.
  - Develop strong working relationships with senior business stakeholders in support of the delivery of the Groups business plan, strategic objectives change agenda and or operational excellence.
  - Ensure robust change, problem, incident, transition and configuration management across all services.
  - Responsibility for the ICT Operate budget, ensuring a viable value for money ICT function.
- Lead, motivate and develop the ICT team, to provide excellent services embracing best practice,
- innovation, continuous improvement, development in technology, robust solutions, security of systems and delivery.

## Our values



Creating more places for people to thrive and be recognised as a sector leading landlord

- Accountable for the integrity, availability and confidentiality of all ICT information systems and assets.
- Own, manage and continuously improve the IT Governance process and take responsibility for adherence to all ICT, Company or regulatory policy and procedures.
- Work closely with the Head of Architecture and Head of Security and Governance in the smooth and effective running of the ICT operation.
- Keep up-to-date with the latest technology, providing guidance on technological solutions and how their implementation will meet business and end user needs.
- Nurture and develop a positive, outcome driven culture demonstrating a can-do attitude and desire to develop our talent both on an individual and collective department level.
- Negotiate with suppliers of hardware and software ensuring Value for Money (VfM) certifying those procured, fully meet business requirements and bringing them to account for their service standards.
- Deputise for Chief Information Officer.
- Undertake additional duties appropriate to the role and/or grade.

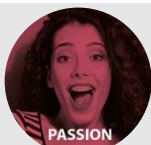
### STRENGTHS

- |   |   |
|---|---|
| ✓ Ability to clearly explain complex IT information | ✓ Excellent communication skills, both verbal and written |
| ✓ Strong influencing skills, at all levels          | ✓ Solid Leadership skills                                 |
| ✓ Excellent analytical / problem solving skills     | ✓ Contract management skills and strong commercial acumen |

### ESSENTIAL REQUIREMENTS

- |  |  |
|--|--|
| ✓ Experience of leading and developing a multi discipline ICT operation      | ✓ Demonstrable experience working with senior stakeholders, with technical and non-technical skills          |
| ✓ In depth understanding of GDPR and its impact on systems and data security | ✓ Coaching and development of Senior Level employees within an IT environment                                |
| ✓ Experience of leading and transforming an ICT function                     | ✓ Experience of management of suppliers and partners and operation under public sector procurement processes |
| ✓ Experience operating in a senior leadership role                           | ✓ Experience of developing and/or contributing to ICT strategies   |
| ✓ Experience of organisation and planning of complex teams and structures    | ✓ Degree in Computing (or equivalent)  |

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## BENEFICIAL TO THE ROLE

- ✓ Experience working at Board level or with senior stakeholders
- ✓ Experience developing and operating digital services teams
- ✓ Full UK Driving License & use of a vehicle
- ✓ ITIL Certification v2+
- ✓ LEAN / Six Sigma
- ✓ Experience of working in a regulated entity
- ✓ Experience developing security certification PCI and ISO standard
- ✓ Prince2 or Project Management Professional (PMP) Certificate
- ✓ Member British Computer Society (BCS) Chartered Institute for IT

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