**ROLE PROFILE**

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| **Role Title:** | Head of IT Service Delivery |
| **Department:** | Finance & Resources – IT |
| **Role Purpose:** | To lead the strategic planning, development, management and delivery of all aspects of a professional infrastructure, security and service delivery function:   * Responsible for developing, implementing and monitoring the policies, processes and reporting used to deliver IT services. * Lead, direct and develop the infrastructure, security and service delivery teams and their capability. * Ensure IT services are professional and approachable, embedded and integrated into the wider business. * Champion information security and IT industry best practice, while delivering a pragmatic service fit for the business. * Contribute to, and at times lead, the wider development of the IT function ensuring it provides a value added, business outcomes focussed service. |
| **Reporting to:** | Director of IT |
| **Responsible for:** | Service Desk, Security and Infrastructure Teams |
| **Disclosure level:** | N/A |
| **Role Level:** | [Operational Leader](file:///C:\Users\downska\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\6E0HTV2A\B&S%20Framework%20Role%20Levels\3.%20Operational%20Leader.docx) |

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| **Key Role Responsibilities** | Service Delivery  Work with the Director of IT and IT Leadership team to develop, maintain and deliver Midland Heart’s IT Strategy.  Work with stakeholders across Midland Heart, determining how best to deploy IT services, security and infrastructure to meet the business’s needs.  Review existing practices, including asset management, vendor management, incident management, resource scheduling, budgeting and communications, to ensure service delivery, security and infrastructure are embedded in new, more efficient, transparent and accountable ways of working.  Develop, implement and maintain a register of all software, hardware, contracts and other IT assets; ensuring robust processes are defined and trained into the wider IT team to maintain accuracy of data.  To promote IT services to colleagues across Midland Heart, raising awareness of best practice principles and processes.  Vendor Management  Define and implement vendor management processes, including the development of supplier kpi’s, ensuring service review meetings are conducted regularly with all key system providers.  Join and/or develop supplier user groups, networking with counterparts from other organisations to share knowledge and better influence supplier performance and future development.  IT Security  Responsible for the provision of an effective yet pragmatic IT Security service, maintaining Midland Hearts Cyber Essentials plus accreditation.  Work with the Security Manager to define a security roadmap, developing security processes and procedures that keep the business safe from cyber security threats.  Review, develop, implement and maintain IT incident management & DR processes, ensuring these are fit for purpose, documented, tested and well trained into the wider IT Team.  Risk & Audit  Maintain the IT risk register, leading the IT Management Team to identify, log and mitigate risks. Contribute to the maintenance of organisational risk registers, taking ownership of assigned risks, managing and providing regular updates on mitigating actions.  Work closely with internal and external auditors, validating data requests and responding in a timely fashion. Review and make recommendations on audit next steps, ensuring owners are assigned and plans are put into place to address findings.  Management & Leadership  Contribute to, and where appropriate lead, capacity, capability and prioritisation planning for the IT Team.  Lead on procurement initiatives as appropriate to ensure compliance with financial regulations and best value for money.  Accountable for monitoring and managing allocated capital and revenue funds including planning and proposal.  To manage the day to day work of the teams with a focus on developing the collective capabilities to meet agreed service, professionalism and quality standards: develop also knowledge and capabilities outside of service delivery, security and infrastructure, e.g.: GDPR; Project Management Standards. |

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| **Education, Qualifications and Training** | Degree educated in Business or Computer Science related discipline |
| **Knowledge and Experience** | Significant experience of leading service delivery, security and infrastructure teams and/or IT operations function.  Substantial evidence of successful IT service delivery embedded and relatable to business needs.  Demonstrable experience of leading IT infrastructure change.  Experience of working in an environment that uses best practice methodologies such as ITIL, with good understanding of all core processes and functions.  Proven stakeholder management skills.  Demonstrable understanding of financial regulations pertaining to procurement.  Experience of financial management, planning and monitoring of both revenue and capital budgets.  Knowledge and understanding of related standards including GDPR and Technical Design Standards.  Positive experience of dealing with resource and performance management issues. |
| **Role Specific Skills & Behaviours** | Delivery focused with a pragmatic approach to assessing technology.  Ability to plan and track activities with an appreciation of the long-term issues, ensuring plans complement broader operational strategies.  Excellent prioritisation skills, thoroughness, accuracy and attention to detail.  Excellent communication and stakeholder management skills.  Confident presenting your ideas to a diverse audience to shape and influence service delivery standards.  Resource management with the ability to direct team and individual priorities, to motivate and lead a team to achieve tight deadlines whilst delivering excellent customer service.  Ability to assess complex issues and to apply originality in modifying existing approaches to solve problems.  Confidence to constructively challenge existing work practices.  Demonstrable leadership, organisational and planning skills with the ability to share knowledge with colleagues at all levels.  Ability to produce clear and concise documentation, management information and service improvement proposals. |