Role Profile

Role Title:	Cloud Solutions Manager
Department:	Technology & Transformation
Role Purpose:	An integral role within the Technology and Transformation team, providing SME knowledge and management of Azure and Cloud Services. The Cloud Solutions manager leads on the design, build and deployment of required infrastructure components into Azure and delivery of 3rd line support across both cloud and on-premises solutions.
Reporting to:	Head of Business Solutions
Responsible for:	Infrastructure Engineers, Infrastructure Architect
Checks:	Minimum Basic DBS, plus Social Media Check
Role Level:	Frontline Manager

Key Role Responsibilities	
	• Lead, manage and motivate a high-performing team including an Infrastructure Architect and Senior Infrastructure Engineers.
	• Act as Azure SME, contributing to cloud governance and defining Azure platform future ways of working.
	• Establish and enforce cloud architect standards.
	• Design, deploy, and manage Azure infrastructure components.
	• Lead team in technical design, implementation, and stabilisation, ensuring compliance and testing.
	• Maintain and monitor cloud platforms for compliance and security adherence.
	• Translate business requirements into technical solutions aligned with the roadmap.
	• Manage team to deliver new solutions and security fixes.
	• Maintain and troubleshoot on-prem infrastructure.
	• Ensure platform performance and capacity meet current and future business needs.
	• Conduct DR and Failover tests according to business RPO and RTO.
	• Design and manage backup solutions and contingency plans.
	• Lead project delivery, coordinate with stakeholders and suppliers, and manage resources to create designs, gain approval and ensure implementations are planned.
	• Identify technology platform improvement opportunities.
	• Document implementations and maintain technical documentation.

	- Provide training to team members and support cross-application coverage.
	- Assist in delivering Strategic goals across Technology Services.
	- Analyze recurring incidents and provide long-term solutions.
	- Contribute to support documentation creation for shift-left approach.
	- Identify areas for continuous improvement.
	- Provide out-of-hours support as needed.
	- Participate in Change Advisory Board meetings and present and approve application changes.
	- Document and track case histories and issues using IT Service Management Tool.
	- Develop implementation plans for complex change requests.

Education, Qualifications & Training	- Achieved industry recognised computing qualifications, including ITIL v3/v4 Foundation, Azure Certification and Microsoft Office 365 Certification.
Knowledge & Experience	- Experience of leading and managing high-performing teams. - Strong working knowledge and experience of the following technologies; Azure Sentinel, Advanced analysis skills, ITSM Tools, Cloud based services, Discovery Tools, Active Directory, IIS Management, PowerShell, Office 365 application stack, Azure Platform, SQL Server Administration, SharePoint Online, Teams, Windows Server. - Experience of delivering Cloud Migration Projects and managing Azure Landing Zones. - Experience with enterprise applications (architecture, development, support, and troubleshooting). - Experience of working with and managing 3rd parties / partners to deliver transformation projects. - Experience of establishing and managing Firewalls. - Experience of redesigning, procuring and implementing backup and DR solutions. - Experience of working successfully with Security Architecture and/or Engineering team. - Experience with enterprise architecture and working as part of a cross-functional team to implement solutions. - Experience of Technical writing. - Strong experience of incident, request, change and problem management.
Role Specific Skills & Behaviours	- Strong leadership and line-management abilities. - Collaborative approach with colleagues across departments. - Excellent interpersonal and communication skills.

	• Self-motivated and capable of working independently.
	• Efficient workload management and progress tracking.
	• Thrives under pressure while maintaining customer service focus.
	• Capable of presenting complex solutions to non-technical stakeholders.
	• Drives team performance effectively.
	• Formulates sound recommendations based on technical expertise.
	• Confident in challenging deadlines and suggesting alternatives.
	• Proficient in meticulous documentation.
	• Customer-focused mindset prioritizing impact and urgency.
	• Skilled in developing others' competencies.