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| Job Title | | Head of IT | | |
| Team: | | IT | | |
| Reporting to: | | Executive Director of Finance and Operations | | |
| Responsible for | | * c.15,000 members * c.170 users * Capital budget of c£1.5m and operational budget of c£1.5m pa * 3 direct reports (one contractor) * 8 BAU team members * 4 transformation programme contract staff | | |
| Job purpose: | | * Lead and manage the IT team to ensure successful delivery of BAU IT services to the Society and members * Ensure successful delivery and implementation of the IT transformation programme (SRO) * Provide strategic advice to ensure the Society maintains best practice IT network, infrastructure and applications, fit for purpose and fit for the future * Contribute to overall Leadership of the Directorate and wider Society | | |
| Key responsibilities | | **General**   * Interpret the business strategy and deliverables of the Society and deliver an IT Strategy to meet the Society’s plans * Lead the Society in all aspects of Cyber Security * Lead IT to drive innovation and efficiencies throughout the Society * Be a trusted advisor to colleagues in the use of IT * Lead and supporting all members of the IT Team * Be a leading proponent of IT Programme / Project Management methodologies and tools to deliver business solutions * Deliver and support all aspects of IT, including business systems, on-premise infrastructure, cloud applications and infrastructure, cyber security and learning and development   **Provide day-to-day management of IT function**   * Provide strong leadership and support to the IT team of 8 people and day to day management of the IT function * Responsible and accountable for all IT operational and capital expenditure, budgets and forecasts * Manage, coordinate and cascade objectives to IT team to ensure the successful delivery and a service based culture * Implement processes to ensure robust management of contracts and third-party suppliers * Ensure IT equipment/infrastructure replacement programme linked to the long-term IT strategy * Ensure all policies and processes are documented and up to date * Lead and drive business continuity and disaster recovery plan * Develop an in-house IT training function that empowers users to make the best use of the applications and services we provide   **Lead and deliver our IT transformation programme**   * Fit for the Future IT infrastructure: to provide a stable, secure and resilient technology foundation, with an infrastructure that is ready to meet the needs of the future. * Core Systems Strategy: implement new core systems and ensure efficient and effective integration * Digitalisation and Innovation: implement technologies to digitise, automate and streamline our business process and client experience. * Deliver a long-term IT and digital strategy for the LSS which addresses future use of applications, infrastructure, communication technology, video conferencing, system integration, hosted platforms * Deliver an implementation programme, including the implementation of new core systems and IT infrastructure * Lead and advise on end-to-end requirements gathering and tendering process to deliver best practice solutions for an organisation of our size * Develop and prepare professional business cases for submission to our Finance Sub-Committee, Board and Council for significant investments in new systems and infrastructure * Lead on contract negotiation * Lead and manage chosen software partners and consultants to ensure successful delivery of transformation programme on time, on budget and in scope * Ensure smooth transition of transformative projects to BAU | | |
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|  | Essential | | Desirable |
| Qualifications & training | * Educated to a degree level with a computer science/engineering or similar qualification | |  |
| Work experience | * Significant experience of leading the successful implementation of an ERP system or best of breed solutions for medium to large size organisations * Proven understanding of Cyber Security concepts, accreditations, and trends * Experience in procurement and implementation of systems, including development of Request for Proposal/tenders, evaluation, contract negotiation and programme/contract management * Significant experience in a senior management role with demonstrable experience across multiple IT disciplines * Experience of participating in boards, committees and working groups * Significant experience of managing an IT team – task/ objective planning & allocation, development of roles and performance management | |  |
| Knowledge & skills | * Excellent project and time management skills * Excellent problem solving skills * Strong interpersonal skills, ability to communicate IT based information to all levels within the organisation * Knowledge of best practice IT infrastructure and architecture | |  |
| Competencies & values | * Ability to work under pressure * Confident self-starter * Proven ability to influence, guide and make key business decisions | |  |
| Other |  | |  |

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| Date | 3 October 2024 |