



# ROLE **PROFILE**

**JOB TITLE:** IT Operations Manager

**REPORTING TO:** ICT Director

**TEAM:** ICT

**JOB OVERVIEW:**

As the IT Operations Manager, you hold a pivotal role in ensuring the seamless operation of our organisation's IT infrastructure and services. Your responsibilities encompass a wide spectrum of IT operations, including overseeing helpdesk support, managing first and second-line support teams, maintaining business applications, and facilitating IT training. You will also be responsible for ensuring compliance, performance, and risk management within the wider IT team.

Your leadership extends to managing a team that constitutes the core of our IT support structure. You ensure that these teams work cohesively, aligning their efforts with our organisational objectives for maximum efficiency.

Daily operations are closely monitored under your watchful eye, as you diligently track performance metrics. This proactive approach allows for the swift resolution of any issues, minimising disruptions and optimising productivity organisation wide.

Your role also involves coordinating technology installations, upgrades, and maintenance activities. Your strategic coordination ensures these processes occur seamlessly, adhering to timelines and budgets while minimising operational interruptions and maximising system security.

Furthermore, you establish and enforce policies and procedures to safeguard our IT environment's integrity and security. These best practices mitigate risks and vulnerabilities, fostering a robust digital ecosystem built on trust and reliability.



# MAKE A DIFFERENCE

In addition, your oversight extends to our managed infrastructure contract, ensuring it aligns with our strategic goals. Your attention to detail and commitment to resource optimisation guarantee that our technology assets effectively support our mission and growth whilst ensuring value for money is achieved.

## ABOUT FORHOUSING AND THIS ROLE



Respect



Trust



Openness



Passion

With tenants at the core of everything we do our values shine through and drive our behaviour.

### ABOUT FORHOUSING

Everything we do aims to positively impact the lives of our social housing tenants and deliver on what matters to them and their communities.

By listening to tenants and keeping them at the heart of all we do, we provide safe, well maintained, sustainable homes and deliver customer focused, equitable and efficient services. And we always want to do better.

Through our tenant focused, inclusive and agile culture, ForHousing is a place where everyone can thrive and be themselves.

### ABOUT THE ROLE

You'll work to positively impact tenants and their communities by:

- **Operational Excellence:** Your primary responsibility is to ensure the uninterrupted functioning of our IT infrastructure and support services. This involves managing the helpdesk 1st and 2nd line support teams, IT training, and performance, risk, and compliance.
- **Technology Management:** Coordinate the installation, upgrades, and maintenance of technology systems and infrastructure. Ensure that these activities are carried out efficiently and align with business needs.
- **Policy and Procedure Development:** Establish and enforce policies and procedures that govern the use and security of technology resources, promoting best practices and compliance.
- **Contract Oversight:** Manage the managed infrastructure contract, ensuring that it meets contractual obligations and aligns with our organisation's strategic objectives.
- **Business Applications:** You will oversee the management and maintenance of business applications critical to our operations. This includes ensuring that these applications meet business requirements and

MAKE AN IMPACT

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are kept up to date.

- **IT Training:** You will develop and implement IT training initiatives to equip employees with the necessary skills to effectively use technology resources. This will involve creating training programs and collaborating with department leads to identify training needs.
- **Process Enhancement:** Constantly seek opportunities to improve IT operations and support processes, with a focus on automation. You will implement best practices to streamline workflows, reduce downtime, and enhance user satisfaction.
- **Team Leadership:** Lead, mentor, and motivate your teams, fostering a culture of excellence, collaboration, and continuous improvement.
- **Vendor Management:** Manage relationships with external technology vendors, including the Managed Infrastructure contract, ensuring that service level agreements are met and technology solutions align with our organisation's needs.
- **Strategic Planning:** Collaborate with senior management to align IT operations with organisational goals and long-term strategies.

## WHAT WE ALL NEED TO DO

- Things can change so we may ask you to carry out other duties to make sure we continue to meet organisation and people needs. We'll consult you first and always make sure any different duties are in line with your post and salary.
- Our strategic Outcomes are the things we aim to deliver together through our strategies. You will play an important part in what we will achieve. We encourage you to find new or improved ways of working to help make good things happen every day.
- You'll help make sure we continue to maintain and even exceed expectations, performance, and compliance standards. At the same time, you'll seek best value for money in every part of the job .
- If you access commercially sensitive or personal information that may be covered by the Data Protection Act, you must maintain confidentiality in line with our policies and procedures. Let your manager know if you aren't clear about anything.
- We thrive in an inclusive environment, where everyone is valued. You'll need to familiarise yourself with our equity, diversity, and inclusion policies, to help make sure we deliver a person focused service.
- Compliance on all aspects of health, safety and welfare for all staff and customers is paramount to how we work together.
- You'll need to carry out any personal development activities which will support you in your job and help you continually innovate and reach your full potential.
- From time to time, you may need to undertake other tasks commensurate with your role.



**Person Specification:**

**Assessment Key:** AF = Application Form I = Interview T = Test/Assessment QC = Qualification Certificate

AREA	REQUIREMENT <small>(All criteria are essential unless defined as desirable)</small>	ASSESSED BY:
Qualifications and Training	<ul style="list-style-type: none"> <li>Professionally qualified to degree level or equivalent professional experience (E)</li> <li>Certification in relevant areas such as ITIL, SOCITM, or CompTIA (D)</li> <li>Risk Management qualification (D)</li> </ul>	<p>QC</p> <p>QC/A/T</p> <p>QC</p>
Experience, knowledge, skills and qualities	<ul style="list-style-type: none"> <li>Excellent leaderships skills, where you motivate and foster an environment of continuous development.</li> <li>Experience of developing and maintaining communication with a wide range of people on complex matters, issues and ideas and/or in complex situations, using the most appropriate means.</li> <li>Experience of overseeing the development of IT Service Level Agreements and robust performance management, ensuring that all users have been consulted and specific requirements taken into account.</li> <li>Experience of supporting an IT training function and ensuring successful delivery of IT training programmes and continuous learning is achieved throughout the business.</li> <li>Experience in Office 365 cloud-hosted environment with Active Directory.</li> <li>Excellent interpersonal skills</li> <li>High level of organisational, communication, and influencing ability commensurate with an exceptional performer</li> <li>Desire to be a part of, and contribute to, the success of the business</li> </ul>	<p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p>
Skills and abilities	<ul style="list-style-type: none"> <li>Ability to produce concise technical documentation and procedures.</li> <li>Ability to use initiative &amp; problem-solving skills under pressure.</li> <li>Able to present information clearly and concisely both in written reports and in meetings or presentations</li> </ul>	<p>AF/I</p> <p>AF/I</p> <p>AF/I/T</p>
Personal qualities	<ul style="list-style-type: none"> <li>High levels of personal resilience &amp; integrity.</li> <li>Flexible approach to work and working hours.</li> <li>Excellent time management skills.</li> <li>A passion for technology.</li> </ul>	<p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p>

