

Role Profile			
<b>Job Title</b>	Head of IT Infrastructure		
<b>Section</b>	Infrastructure	<b>Department</b>	I & O
<b>Reports to (Job Title)</b>	CIO (Chief Information Officer)		
<b>Location</b>	We operate a hybrid work environment with the office base at Derriford in Plymouth. We support remote working but there will be a requirement to be in the Plymouth office at least 1-2 days a week.		

<b>Job Purpose</b>	The head of infrastructure is responsible for the effective and efficient running of the IT infrastructure used to support all business processes. This role is also responsible for coordination with architecture resources to ensure that quality, efficiency, and agility goals are achieved. As a member of the I&O leadership team, the role contributes to the development and execution of the I&O strategy and ensures its alignment with the enterprise's IT and business strategy and the delivery of capabilities required to achieve business success.
<b>Key Competencies &amp; Outputs</b>	<ul style="list-style-type: none"> <li>• Develops, mentors, and inspires a high performing team of IT Infrastructure professionals.</li> <li>• Owns all IT Infrastructure operational matters and works with other Delt leaders to address cross-department operational issues</li> <li>• Builds and maintains effective plans to achieve high levels of service availability including business cases.</li> <li>• Leads the development of the infrastructure aspects of the I&amp;O strategy and roadmap and ensures its integration with the broader IT and enterprise strategic plans.</li> <li>• Fosters a business-oriented culture and mindset driven by continual service improvement techniques.</li> <li>• Works with the enterprise architecture team to ensure that the IT infrastructure enables necessary applications and business processes.</li> <li>• Builds and maintains collaborative working relationships with other IT leaders to develop a clear understanding of business needs; ensures cost-effective infrastructure solutions are in place to meet those needs and is able to respond with agility to changing business priorities.</li> <li>• Develops and controls the infrastructure annual operating and capital expenditure budget for I&amp;O and manages expenses to stay within plan.</li> <li>• Influences and negotiates across IT and the enterprise to enable cost-effective and innovative shared solutions in achievement of business goals.</li> <li>• Participates in the assessment of external and internal infrastructure capabilities required to achieve desired business goals.</li> <li>• Maintains currency on modern technologies and platforms, and provides direction on what emerging infrastructure technologies should be introduced, integrated, and assimilated within I&amp;O.</li> <li>• Manages the portfolio of infrastructure assets and services from purchase or adoption through retirement.</li> <li>• Leads IT infrastructure engineering's involvement in the IT organization's innovation efforts and its role in experimenting with innovative solutions to take advantage of business opportunities.</li> </ul>

	<ul style="list-style-type: none"> <li>• Supports the I&amp;O sourcing strategy and provides oversight for infrastructure vendor and partner relationship management.</li> <li>• Works closely with HR to execute a "people strategy" that aligns with the business and IT strategy.</li> <li>• to forecast future skills needs to acquire and develop an infrastructure workforce with the appropriate mix of business knowledge, technical skills, and competencies.</li> <li>• Work closely with team leads and broader infrastructure team ensuring all tools and resources are available to deliver on agreed metrics.</li> </ul>
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<b>Experience, Knowledge, Skills, and Qualifications</b>	<p>Bachelor's or master's degree in computer science, information systems, business administration or related field, or equivalent work experience.</p> <p>Ten or more years' experience in IT</p> <p>Exceptional leadership skills, with the ability to communicate a vision that inspires and motivates IT infrastructure engineering staff and aligns to the IT and business strategy</p> <p>Strong infrastructure and business acumen, including cross-domain knowledge and preferably earlier career experience in a technical infrastructure role.</p> <p>Effective communicator, good team player and can comfortably work under pressure and tight deadlines when required across a rapidly changing environment.</p> <p>Experience of quickly assimilating information to provide information to non-technical people.</p> <p>Effective influencing and negotiation skills in an environment where resources may not be in direct control of this role</p> <p>Excellent analytical, conceptual thinking, planning and execution skills</p> <p>Demonstrable ability to manage and handle emotions in difficult situations</p> <p>Experience in budget planning, financial management and business case development</p> <p>Good understanding of current and emerging infrastructure technologies and how other enterprises are employing them</p> <p>Demonstrated ability to develop and execute a plan that ensures that the right people are in the right roles at the right time, and that employees are highly engaged and satisfied</p> <p>Strong vendor management and partner relation skills</p> <p>Ability to drive organizational change and build infrastructure capabilities that effectively balance the need to continuously exploit capabilities to optimize operational efficiency with the need to deliver innovative and agile infrastructure and operational solutions</p> <p>Excellent verbal and written communication skills, including the ability to explain technical concepts and technologies to senior leaders, and business concepts to I&amp;O.</p> <p>Ability to travel within the South West of England as required by the business.</p>
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<b>Corporate Standards</b>	<p>In accordance with Delt's organisational policies and guidance on information management and security, it is the personal responsibility of all employees to ensure data protection, customer confidentiality and appropriate information governance.</p> <p>All employees must act always in accordance with appropriate legislation and regulations, codes of practice and Delt's policies and procedures.</p> <p>All employees must work with the requirements of our Health and Safety policy, ensuring safe systems of work and procedures.</p> <p>Undertake all duties about the Delt equalities policy and relevant legislation.</p> <p>In a people first environment, the post holder must both be aligned and aspire to Delt's values and expected standards of behavior for them and their team(s).</p>
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