

ROLE PROFILE

Role Profile	
Job Title	Head of IT Infrastructure
Section	Infrastructure
Reports to	CIO (Chief Information Officer)
Location	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.

Job Purpose	<p>The Head of Infrastructure is accountable for managing Delt's IT Infrastructure and the IT Infrastructure services provided to Delt's customers. As a leader you will have accountability for setting the strategy and roadmap for the technology services in your area, along with managing the associated budgets and people in your team.</p> <p>You will take ownership to ensure your team delivers high quality services to Delt and its customers and will play a key role in working within the I&O leadership team to develop and execute our strategy</p>
Key Competencies & Outputs	<p>Develops, mentors, and inspires a high performing team of IT Infrastructure professionals.</p> <p>Ensures proactive management of all IT Infrastructure operational matters and acts as a point of escalation.</p> <p>Builds and maintains effective plans to achieve high levels of service availability including business cases where needed.</p> <p>Leads the development of the infrastructure aspects of the I&O strategy and roadmap and ensures its integration with the broader IT and enterprise strategic plans.</p> <p>Fosters a business-oriented and service orientated culture and mindset within the team, driven by continual service improvement techniques.</p> <p>Works with the enterprise architecture team to ensure that the IT infrastructure enables necessary applications and business processes.</p> <p>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.</p> <p>Develops and controls the infrastructure annual operating and capital expenditure budget for I&O and manages expenses to stay within plan.</p> <p>Influences and negotiates across IT and the enterprise to enable cost-effective and innovative shared solutions in achievement of business goals.</p> <p>Participates in the assessment of external and internal infrastructure capabilities required to achieve desired business goals.</p> <p>Maintains currency on modern technologies and platforms, and provides direction on what emerging infrastructure technologies should be introduced, integrated, and assimilated within I&O.</p> <p>Manages the portfolio of infrastructure assets and services from purchase or adoption through retirement. Ensures roadmaps maintained for all key technologies.</p>

	<p>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.</p> <p>Supports the I&O sourcing strategy and provides oversight for infrastructure vendor and partner relationship management.</p> <p>Works closely with HR to execute a "people strategy" that aligns with the business and IT strategy to forecast future skills needs to acquire and develop an infrastructure workforce</p> <p>Work closely with team leads and broader infrastructure team ensuring all tools and resources are available to deliver on agreed metrics, such as productivity (>65% utilisation) and service performance.</p>
<p>Experience, Knowledge, Skills, and Qualifications</p>	<p>Bachelor's or master's degree in computer science, information systems, business administration or related field, or equivalent work experience (Ten or more years IT leadership).</p> <p>Ten or more years' experience in IT Leadership roles at similar scale (leading >20 Infrastructure staff)</p> <p>Demonstrable experience in driving a service orientated culture through the implementation and embedding of service definitions, operations manuals, playbooks, and effective knowledge management.</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 technology at a conceptual knowledge level, not a technical hands-on role. Business acumen, including cross-domain knowledge and preferably earlier career experience in a technical infrastructure role.</p> <p>Effective influencing and negotiation skills in an environment where resources may not be in direct control of this role.</p> <p>Demonstrable experience in building and maintaining financial budgets of at least £1m per annum which includes labour and non-labour cost elements such as contracts; producing successful business cases for investments, such as additional staff.</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</p> <p>Ability to travel ad-hoc on an infrequent basis within the Southwest of England as required by the business. Other than 1 to 2 days a week in the Plymouth office, most meetings are expected to be virtual.</p>

Corporate Standards	<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 always act 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>
----------------------------	--