



Job description

Infrastructure & operations (I&O) manager

A Basic details

Location: Bryer Ash or Avro Way
Reporting to: Group head of IT
Team: IT
Responsible for: I&O analysts
I&O apprentice

B Job summary

The purpose of this role is to use a range of skills and experience to lead the infrastructure and operations team to deliver, support and maintain IT infrastructure, software, databases and services that support Selwood's corporate goals and day to day operational requirements.

C Specific tasks and responsibilities

1. General

- Accountable for providing an efficient, effective and customer-focussed support service to the business, ensuring the team upholds the highest standards of customer service and professionalism. Leads and manages the I&O team to deliver ongoing support and management services and maintain all operational IT systems.
- Plans and leads testing and delivery of new systems and improvements to existing systems. Maintains appropriate policies, processes, procedures, records and other documentation.
- Solicits, contributes and implements ideas and suggestions to colleagues to assist with continuous improvement of the processes, procedures, techniques and standards in use in the department.
- Encourages, enthuses and coaches stakeholders and customers in adoption and use of existing and new systems, emphasising best practices.
- Reflects Selwood's values – customer-focussed, one team, honest and dynamic – at all times.



2. Outputs and measures

Selwood housing's IT department operates an output-based management style to support empowerment and autonomy of team members and allow flexible working practices. Specific tasks and activities required to perform this role will be defined by the holder. Successful performance of the role will be defined according to the following outputs and measures which will be delivered in collaboration with colleagues and other stakeholders. The I&O Manager is expected to delegate responsibilities to the specialist team members according to their skillsets.

1. *Output:* System and service improvements which deliver increased value to the business proposed, planned, tested and implemented.
2. *Output:* Documentation and records as required for support and improvement work, e.g. requirements and specification documents, change requests, problem records, knowledgebase articles, CMDB entries, etc.
3. *Output:* Clearly defined long-term strategic goals and short/medium term tactical plans for infrastructure architecture.
4. *Output:* Policies, processes and procedures to govern IT operations and ensure good governance and compliance with standards and best practices.
5. *Output:* Controls, monitoring and alerts to facilitate fast responses to active or potential incidents.
6. *Output:* Configured, fault-free hardware assets delivered to customers in a timely manner in line with SLAs.
7. *Measure:* Incident and standard service request tickets resolved within SLAs including data system, application, cloud service, network services, security and other incidents.
8. *Measure:* Minimised number of repeat incidents resulting from problems (i.e. common root causes).
9. *Measure:* Bug containment; minimised percentage of bugs in released solutions.



10. *Measure:* I&O team pulse (satisfaction).
11. *Measure:* I&O team skills matrix free of gaps.
12. *Measure:* Customer satisfaction with the IT systems and support service. Including satisfaction with devices, application performance and availability, user experience, connectivity and service levels.
13. *Measure:* 'Right first time': Number of service requests, tickets and improvements delivered without any issues requiring additional work. Including user processing, device builds, incidents, projects and improvements.
14. *Measure:* Proportion of incidents and standard service requests fulfilled by customers 'self-service' without IT interaction.
15. *Measure:* Availability of systems to customers, including cloud services, applications, data services and analytics systems, network connectivity and other key systems.
16. *Measure:* Reduced incident numbers through proactive problem and change management. Minimised number of incidents logged for technical application, data system, cloud service, security and other issues.
17. *Output:* Azure public cloud infrastructure service configured and available to meet the needs of the business.
18. *Measure:* Cloud services delivered efficiently and without waste.
19. *Output:* Device builds in accordance with best practice to support all Selwood functions.
20. *Output:* Systems available to customers as required by the business
21. *Measure:* Applications maintained at agreed version.
22. *Measure:* Minimised number of incidents logged for technical database and related system issues.
23. *Output:* Cyber security procedures and processes to support secure operations and cyber incident response.



- 24. *Output*: Tools, testing regime and audits regularly conducted and remediation performed.
- 25. *Measure*: Cyber Essentials Plus and/or other agreed certifications achieved and maintained.
- 26. *Measure*: No cyber security breaches
- 27. *Measure*: Penetration and social engineering test results within agreed margins.
- 28. *Output*: Secure, reliable connectivity available to customers as required by the business.
- 29. *Measure*: Connectivity coverage and availability to customers.
- 30. *Measure*: Customer satisfaction with connectivity.
- 31. *Output*: PowerShell, Power platform and other AI tools, scripts, flows and apps which automate routine or repetitive tasks, reducing the workload of the team and customers.
- 32. *Measure*: Efficiency created (person-hours saved) for customers and colleagues through automation.
- 33. *Measure*: Reliability of automations (success rate as a proportion of runs).
- 34. *Measure*: Percentage of customer-facing services requiring human intervention.

D Budgetary control

None.

E Flexibility

The post holder may be expected to work a variety of portfolios of work and may be allocated to any of the service portfolios within Selwood Housing for short periods or on a permanent basis.

No job description can cover every issue which may arise within the post at various times, and the post holder is expected to carry out other duties from time to time which are broadly consistent with those in this document.



F Health and safety

All employees have a statutory duty to look after their own safety and to give due consideration for the safety of others. Employees also have specific responsibilities as set out in the company health and safety policy.

G Equality & diversity

All employees must comply with the company equality and diversity policy, ensuring that at all times behaviour is fair and non-discriminatory.

H Person Specification

Please continue to scroll down to view the person specification.



Person specification

	Essential	Desirable	How evidenced/tested?
Qualifications		A relevant advanced professional qualification such as Microsoft Expert or above in Azure, Active Directory, InTune, or a relevant management qualification such as CMI, CISM, etc.	
Experience	Significant expert-level experience in an IT management or similar role, leading a team to provide operational and infrastructure services.	Experience in the social housing sector.	
	Experience in a support role providing 3 rd line support to customers.		
	An IT qualification such as an HND or other vocational qualification at a similar level.		
	A qualification relevant to ICT operations management, such as ITIL Intermediate or above or an ISO20000 or similar qualification.		
	Experience leading major infrastructure change and public cloud migration projects.		
	Experience of Dynamics 365, MS Power Platform, Dataverse, Azure or other Microsoft cloud and serverless technologies.		
	Experience working within and		



	Essential	Desirable	How evidenced/tested?
	implementing ITIL service management.		
	Experience of maintaining and managing traditional databases, applications and related management software, including packaging and deployment techniques		
	Experience managing security and compliance operations within an in-house IT department, including attaining security accreditations such as ISO 270001, Cyber Essentials Plus, or similar		
	Experience managing networking and connectivity in an SME		
	Has achieved efficiency through automation and proactive problem management in a previous role		
	Has owned change management processes and has experience of improving procedures and delivering change management efficiently and at high quality.		
Abilities	Willing and able to challenge and improve the status quo and to influence others and gain buy-in.		
	Able to think at strategic and operational levels and contribute to formation of strategy, policy and process		
	Able to lead multidisciplinary teams, motivating and developing staff through coaching and influencing		



	Essential	Desirable	How evidenced/tested?
	techniques resulting in high performance across the team.		
	Able to manage complex contractual supplier relationships		
	Able to lead complex project and change work		
	Able to prioritise and manage multiple tasks and work streams		
	Able to provide expert technical assistance, acting as a point of escalation for complex technical issues.		
	Good emotional intelligence, able to empathise and develop relationships and coach and mentor team members.		
	Able to work autonomously; self-motivated, organised and able to take responsibility for planning own tasks and delivering outcomes.		
	Able to demonstrate an ability to analyse and use own strengths and independently identify and improve on areas needing development.		
Skills	Strong, demonstrable problem-solving, analytical, lateral thinking, troubleshooting and investigation skills	Broad infrastructure architecture & management skills and knowledge.	
	Excellent interpersonal skills including verbal and written communication skills.		
	Skilled at prioritisation and management of multiple tasks and work streams.		



	Essential	Desirable	How evidenced/tested?
Attitude	High level of emotional intelligence and ability to build and maintain interpersonal relationships and create rapport with individuals across the organisation.		
	Values and respects others and seeks to understand their perspectives and needs.		
	Demonstrates a positive, optimistic, enthusiastic and tenacious approach to challenges.		
	Maintains an open, honest approach to colleagues, giving and accepting positive and constructive feedback.		
	Encourages and coaches peers to solve their own problems, learn, grow, and reach their potential.		
	Works synergistically with other team members and takes pride in shared successes.		
	Is self-motivated and able to work independently towards agreed goals.		
	Is well organised and has a methodical approach to completing tasks.		
	Maintains a strong customer service attitude in all circumstances.		
	Works with thoroughness and meticulous attention to detail.		
Other requirements			