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| **ROLE Title:**  **GRADE:** | Head of IT Services  **Grade E** | | **Reports to:**  **DAte:** | | Director of IT  **May 2025** | |
| **JOb Family:** | Technology | | **Business Unit:** | | **technology** | |
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| **Role** | | **Need to Do** | | **Need To Know** | | **Need to Be** |
| **Role Purpose**:  This role sits on the IT Leadership Team (ITLT), part of the Product & Technology Function. Reporting into the Director of IT, with accountability for the overall operation of our infrastructure and Line of Business applications inclusive of major incident management.  The role also has accountability for the continuous improvement of the collaboration toolset portions of our Workplace Experience technologies e.g. O365, Meeting room equipment.  Our ’Tech-Ops’ approach is focused on the delivery of our critical Customer & Colleague journeys, underpinned by solutions delivered by internal teams but also across a complex supplier ecosystem.  Our technology model is currently heavily outsourced as such, this role also requires someone who has experience of Technology Vendor Management. Technology is responsible for the onboarding and ongoing management of our partners and suppliers, ensuring delivery of service against our required KPIs/SLAs, with a very strong focus on continuous service improvement.  Support the Director of IT and the wider Technology team to deliver the current roadmap and transformation plans to modernise the Technology landscape.  Deputise in the absence of the Director of IT as required.  **Role Dimensions:**  Operational Leadership of our Technology services across expenditure exceeding £25m per annum.  Leadership of a team of circa 18, comprising Service Managers, Release and CSI Manaagers as well as x2 internal workplace support engineers  **Reports to: Director of IT**  **Relationships**   * Executive team * IT leadership * SLT in all Divisions * External supplier relationships (55 Technology owned suppliers currently). | | **Outcomes**   * Leading by example, a high performing team of Service and Technology professionals ensuring technology is not a barrier to the business. * Championing the delivery, performance and continuous improvement of shared IT services and infrastructure. * Leading and managing the communication strategy with suppliers to facilitate understanding and awareness of organisational strategic direction, changes, and challenges * Building and maintaining proactive working relationships with the business and between suppliers and internal delivery teams to provide adequate visibility of interdependent initiatives and programs and to set realistic expectations on IT capabilities, capacity, and risks * Supporting the adoption of new services providing informed expertise on use of technology * Take ownership of generating and improving supplier status analysis and reporting and managing KPI’s and dashboards across the supplier landscape to ensure clear governance is in place * Holding formal and ad hoc reviews on performance of IT services (internal and external) gathering business perception and satisfaction levels * Identifying and facilitating cycle of service improvement activities * Supporting, developing, and documenting Target Operating Model processes and procedures which align to the business strategy * Own and manage the view of the Vendor landscape and associated contracts to inform appropriate and timely engagement in the contract management lifecycle * Define and implement strategic improvement plans with Vendors as required and support team to deliver them * Lead and identify commercial sourcing opportunities and support the tendering, implementation and negotiation of new contracts and contract renewals * Challenge the norm, constantly review, and assess the best routes to market to meet business needs | | **Skills/Knowledge /Experience**   * Outstanding, humble, leadership and organizational skills * Strong customer & business focus, ensuring all aspects of technology are looked at from that perspective. * Proven track record in a multi-disciplinary IT environment in a fast-paced business. * Extensive experience of leading a service management function, within a complex service delivery environment. * Experience of the delivery of IT maintenance activities, upgrades, and change projects applying industry best practice across the life cycle. * Strong commercial acumen including demonstrable external contract or vendor management experience, contract negotiation, experience in outsourcing, managed service and associated processes. * Understanding and experience of how to develop and manage strategic partnerships. * Demonstrable experience of building and maintaining a network of colleagues and contacts to achieve progress on objectives and shared interests. * Strong influencing skills to manage conflicting priorities of key stakeholders. * Excellent analytical and problem-solving skills, with ability to see the bigger picture and the impact of change upon that. * Exceptional written, oral, interpersonal, and presentation skills and the ability to effectively interface with senior management, executives and board members. * Driven to identify and implement continuous improvement. * ITIL Best Practice certification advantageous | | **Capabilities/Strengths:**  Core competencies:   * Leading Change - L5 * Interpersonal & Influencing Skills – L5 * Achievement Drive - L5 * Commercial Awareness L5 * Customer Focus L5 * Continuous Improvement L5 * Leadership L5 * Judgement & Decision Making L5 * Team Working L5   **Need to exhibit behaviours consistent with RAC core values:**   * Raising the Bar * Owning it * Handling it together * Exceptional service |