



Academies Enterprise Trust

Job Description

Job Title: IT Operations Manager (AET-IT-05)

Location: 183 Eversholt Street, London NW1 1BU

Hours of work: 37

Reports to: Director of IT

Purpose of the Role:

The IT Operations Manager's role is to supervise and ensure the efficient operation of the company's IT Infrastructure applications, databases, and equipment. This includes managing the IT Business Partners and Business Application Managers and ensuring that the IT vendors responsible for providing the IT Managed Service and Business Applications are operating with the SLAs agreed within the support contracts.

The IT Operations Manager will also work closely with the IT Director and decision makers in other departments in order to identify, recommend, develop, implement, and support cost-effective technology solutions for all aspects of the organisation. Outstanding Service Delivery is a key requirement of this role and the IT Operations Manager will have extensive experience in IT Service Management Frameworks (eg ITIL) and IT Architecture to ensure that the IT Infrastructure, Business Applications and IT Support are fit for purpose

The IT Operations Manager will support the raising of educational progress and attainment and encourage innovation through the appropriate use of information systems and consistent IT service delivery across the trust through the close management and direction of the IT Business Partners

Responsibilities:

1. Strategy & Planning

- Lead IT department operational planning and projects, and organize and negotiate the allocation of IT resources.

- Work with stakeholders to define business and systems requirements for new technology implementations.
- Ensure the efficient utilization of IT resources – including personnel and equipment – across the organization.
- Oversee all reports and documentation related to network and systems operations.
- Develop maintenance schedules in conjunction with any 3rd party vendors and Academies for all Trust network and systems equipment.
- Conduct system feasibility studies and testing.
- Develop and implement all functional policies and procedures, including those for network architecture, standards, purchasing, and service provision.
- Maintain and enforce standards and protocols for the use of information and communication technologies across the organisation. Take responsibility for implementation of AET's information security in accordance with the data security and information management strategy, ensuring AET meets its statutory compliance requirements.

2. Acquisition & Deployment

- Manage the deployment, monitoring, maintenance, development, upgrade, and support of IT systems, including networks, data centers, servers, PCs, operating systems, and associated hardware.
- Develop business case justifications and cost/benefit analyses for IT spending and initiatives.
- Approve purchase of equipment and supplies in order to meet operational requirements of the business.
- Conduct research and remain current with the latest technologies and solutions in support of procurement efforts.
- Analyse existing operations and make recommendations for the improvement and growth of the network infrastructure and IT systems.

3. Operational Management

- Establish and maintain regular written and in-person communications with the organisation's executives, department heads, and end users regarding pertinent IT activities.
- Support the delivery of the strategy for monitoring and managing the performance of ICT-related systems and services, in respect of their contribution to business performance.
- Lead on the innovative and effective use of ICT to support raising of attainment in AET academies. Identify, pilot, promote and implement new technologies.
- Take responsibility for delivery and/or monitoring (as appropriate) of the ICT service delivery by internal teams and service providers, and contracts with PS Financials, RM, Midland HR, Advanced Progresso, Google, Microsoft and other key suppliers.
- Establish strong working relationships with service providers, working

jointly to improve cost-effectiveness, to assure value for money, delivery performance, customer satisfaction and innovation.

- Negotiate with service providers working with the Head of Procurement on AET's behalf; ensuring providers meet both the needs of AET and its commercial aspirations.
- Support for Central IT procurements and advise academies on IT procurements.
- Ensure asset management procedures are in place to appropriately manage AET IT hardware, software, and associated equipment.
- Maintain and enforce standards and protocols for the use of information and communication technologies across the organisation.
- In consultation with the Data Privacy Officer (DPO) , ensure that AET's Information Technology information is in accordance with relevant GDPR statutory compliance requirements.
- Establish and maintain regular written and in-person communications with the organisation's executives, department heads, and end users regarding pertinent IT activities.
- Oversee operations-related projects and project portfolio.
- Assist in the provisioning of end-user services, including help desk and technical support services.
- Develop a continuous service improvement culture within the ICT service to ensure that they can continue to evolve in line with the changing business environment.
- Ensure that robust contingency, risk management, and business continuity plans are in place for AET's ICT service and that these are coordinated with and support AET's general business continuity plans.
- Support the delivery of the strategy for monitoring and managing the performance of ICT-related systems and services, in respect of their contribution to business performance.
- Support ICT governance and the mechanisms in place to ensure compliance, legislative and other, authorising organisational policies governing the conduct of management of change initiatives and standards of professional conduct.

This job description is a guide to the duties the post holder will be expected to undertake. It is not intended to be exhaustive or exclusive and will be subject to change as working requirements dictate and to meet the organisational requirements of Academies Enterprise Trust.

The post-holder is also required to undertake such other duties and training as may be required by or on behalf of Academies Enterprise Trust provided that they are consistent with the nature of the post.

This job description is a guide to the duties the post holder will be expected to undertake. It is not intended to be exhaustive or exclusive and will be subject to change as working requirements dictate and to meet the organisational requirements of Academies Enterprise Trust.

Other clauses:

1. The above responsibilities are subject to the general duties and responsibilities contained in the statement of Conditions of Employment
2. This job description allocates duties and responsibilities but does not direct the particular amount of time to be spent on carrying them out and no part of it may be so construed.
3. The job description is not necessarily a comprehensive definition of the post. It will be reviewed regularly and it may be subject to modification or amendment at any time after consultation with the holder of the post.
4. This job description does not form part of the contract of employment. It describes the way the post holder is expected and required to perform and complete the particular duties as set out in the foregoing.
5. Postholder may deal with sensitive material and should maintain confidentiality in all Academy related matters.

Person Specification

Job Title: IT Operations Manager

General heading	Detail	Essential requirements:	Desirable requirements:
Qualifications	Qualifications required for the role	<ul style="list-style-type: none">• ITIL V3 Expert Level	<ul style="list-style-type: none">• Service Integration and Management (SIAM)
Knowledge/Experience	Specific knowledge/ experience required for the role	<ul style="list-style-type: none">• Demonstrable background of leading delivery of high quality IT services within relevant industries• Track record of delivering significant service improvement and driving value from IT services• Knowledge of developing and implementing service management arrangements in relation to delivery of cloud services• Highly Service oriented with a strong ability to manage and developing partnerships with external service providers• Background of developing and operating 3rd party contracts including	<ul style="list-style-type: none">• ISO20000 Service Management Standards• ISO27001 Information Security Standards• CISM – Certified Information Security Manager

		<p>delivery of cloud services</p> <ul style="list-style-type: none"> • Demonstrable service record in IT service management and the implementation of best practice IT frameworks and processes • Experience of delivering ICT Managed Services and solutions to Primary and Secondary Academies • Experience of driving ICT Compliance programs to ensure compliance with relevant legislation • Experience of implementing transformational projects to support the migration of traditional server based IT to hybrid cloud environments 	
Skills	Line management responsibilities (No.)	<ul style="list-style-type: none"> • 2 Staff 	
	Forward and strategic planning	<ul style="list-style-type: none"> • A proven history of senior level engagement in respect IT service delivery 	
	Budget (size and responsibilities)	<ul style="list-style-type: none"> • TBC 	
	Abilities	<ul style="list-style-type: none"> • Have a good level of commercial acumen 	

		<ul style="list-style-type: none"> • Be able to identify opportunities for efficiency, cost reduction and continuous improvement • Have solid technical understanding of IT including Networking and Cloud technologies and solutions • Strong analytical/problem solving skills • Able to enthuse and motivate those around them • Ability to be an effective organiser • Able to work effectively in a diverse team environment • Ability to work under pressure and retain professional composure • Ability to be a major contributor to a vision • Able to meet deadlines accurately • Excellent planning and prioritisation skills • Team player, collaborative with leadership 	
Personal Characteristics	Behaviours	<ul style="list-style-type: none"> • Have excellent communication, influencing and customer management skills 	
Special Requirements		<ul style="list-style-type: none"> • Successful candidate will be subject to an enhanced 	

Disclosure and
Barring Service
Check

- Right to work in the UK
- Evidence of a commitment to promoting the welfare and safeguarding of children and young people
- Ability to travel as required