
Role Profile

Reporting to:

Head of ICT

Job Summary

Working closely with the Head of ICT, the post holder will be responsible for the successful operational delivery and management of the Group's ICT services, ensuring the ongoing operation of secure, highly available, reliable, responsive and effective ICT services for all services and teams across the Group. The scope of service responsibility covers all Group ICT infrastructure and applications including:

- ICT security arrangements
- ICT strategy implementation
- Departmental action plans
- Networking and end user compute and ICT mobile devices
- Supplier sourcing and management
- ITSM based end user and customer related services
- Applications and associated services, including customer focussed digital services
- Development and testing and software applications and new applications
- Early and proactive support for Group improvement projects
- The Group's customer focused digital services
- Managing a team of ICT Officers
- Performance management reporting for ICT service delivery.

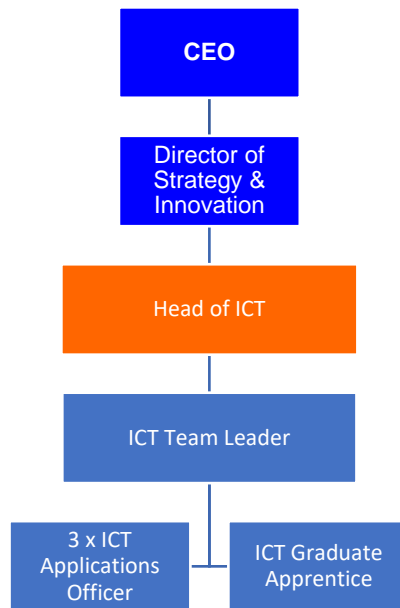
You will operationally manage our ICT Team and services, ensuring that these are focussed on achieving excellence, high levels of satisfaction and the delivery of the Group's business aims. You will also be responsible for supporting the Head of ICT with the successful delivery of department plans and ensuring that all services and activities are compliant with the relevant policies and procedures. The role will also require you to be directly involved in the delivery of the ICT services to the wider team across the Group.

As a leader of people within the ICT Team, you will lead by example, encouraging collaboration and continuous learning, ensuring a continuously improving, high performing, responsive, efficient and modern service, that provides an excellent customer experience for its service users. You will achieve this by supporting and directing ICT team members, ensuring competency and appropriate recognised performance measurement to deliver excellence in service provision and high-performance results. The Team Leader will be responsible for the ongoing development of the skill sets of ICT team members to ensure that they are empowered to carry out their roles to the best of their abilities.

The Team Leader will also be required to make a positive contribution to the business transformation and continuous improvement aims for the Group. This will involve directly supporting the implementation of service improvement initiatives within the Directorate and the wider Group, working with the Head of ICT on the development of new systems and applications and working collaboratively with other teams to meet service user and customer service related requirements.

Responsible for (people):	4 people
----------------------------------	----------

Role within Organisational Structure



Responsible for (non people):

Budgets	Circa £1M (budget management support)
SLAs' & KPI's	Operational KPI's Department SLA service standards.
Governance	Proactive involvement and attendance at governance body and sub groups as required.
ICT Strategy	Supporting the development and implementation of the Group's ICT Strategy (and the associated annual ICT Road map).
Project Management	Providing ICT related support for identified Directorate and Group initiatives.
Cyber Security	Supporting the operational implementation of robust and effective arrangements across the Group.

Behaviours and Competencies

Our Competency Framework



Caledonia Housing Association wish our ICT Team Leader to demonstrate and deliver the following behaviours and competencies:

Setting direction through:

- Thinking and acting creatively, seeking out ways to improve service quality, using evidence to learn from what has worked well and what has not.
- Understanding of how your role fits within and supports the Group and Directorate priorities. Ensuring that high level objectives are properly translated into operational activities.
- Using professional judgement, detailed evidence and knowledge to arrive at accurate, expert and professional decisions and making sure that decision making within the teams is open fair and transparent.

Engaging colleagues and partners through:

- Demonstrating pride and passion about the Group and its objectives and creating a positive and enthusiastic team culture, where team members feel valued, empowered and recognised.
- Build and continually improve supportive, trusting and professional relationships with colleagues and partners, working collaboratively and ensuring that the benefits of partnership working are recognised within the team
- Possess a strong focus on continuous learning for oneself and others, and have the ability to develop and embed a framework which develops and supports the team to deliver against current and future plans.

Delivering results by:

- Ensure by measurement, that the right delivery options and resources are in place and embedding a culture of value for money.
- Ensure by measurement, that customer focus is at the heart of the team’s activities and ensure that a robust performance framework is in place to ensure customer and business needs are met.
- Effectiveness in this area means delivering with energy and pace and creating team plans that reflect key operational tasks and strategic priorities and respect the diverse nature of the Group’s customers.

Person Specification

Experience Essential

Demonstrable experience of the following:

- Proven track record in achieving high standards in the delivery of ICT services
- Demonstrable experience in supporting application services and developing processes and procedures using recognised industry methodologies.
- Configuration and support of ICT systems, including fault resolution and ICT user support and training
- Effectively and proactively supporting the implementation of system and service improvements.
- Supporting, motivating and coaching team colleagues
- Supporting a culture of continuous improvement, encouraging creativity and innovation.
- Delivering effective performance management, service quality and internal control.
- Achieving ICT service delivery targets at individual and team levels

Experience Desirable

- Experience of developing secure environments to appropriate standards and regulated compliances.
- Supporting the management of network platforms
- Experience of working and developing ICT in customer focussed organisations.
- Demonstrable delivery of application services development and deployment.
- Network be that WAN, LAN or Wi-Fi based.
- Integrated telecommunications systems
- Be able to demonstrate a track record in
 - Quality
 - Effective communication
 - Documentation development
 - Implementation and supporting of Microsoft systems to meet defined objectives
 - Microsoft systems administration

Qualifications and Knowledge Essential

- Professional ICT related qualification or demonstrable relevant practical experience
- Knowledge of ICT security, managing network platforms, business applications and services

Qualifications and Knowledge Desirable

- Member of a relevant professional body
- Project management practices
- ITIL accreditation
- Microsoft accreditation

Job Outputs

OUTPUT	OUTPUT DETAIL LIST
Supporting the implementation of a culture of transformation,	<ul style="list-style-type: none">• A strong business improvement focus is maintained and the commitment to delivering a customer

<p>innovation and creativity that delivers the Group's business improvement vision, ethos and aims</p>	<p>focussed service is reflected in every element of service delivery</p> <ul style="list-style-type: none"> • There is excellent consultation and communication with customers, as a minimum meeting the requirements set out in legislation and Group policies and procedures • Behaviour is consistent with organisational values and service standards, ensuring there is a commitment to a high-quality customer focussed service • The team works together to ensure that high levels of customer satisfaction (internal and external) are attained, and KPIs & departmental targets are achieved
<p>Effectively line manage the ICT Team</p>	<ul style="list-style-type: none"> • Manage, motivate, coach, support and develop the ICT Officers and Graduate Apprentice • Support a culture of continuous improvement culture where staff seek innovation, cost reduction opportunities and customer service improvements • In support of the Head of ICT, ensure that positive and proactive line management arrangements are implemented for the ICT Team
<p>Effectively manage ICT service delivery</p>	<ul style="list-style-type: none"> • Support an ICT culture where ICT Security has default precedence • Operationally manage the ICT service function and team, ensuring secure, reliable, responsive and effective ICT services across the Group • Deliver all ICT services in line with required organisational technical, quality and security standards, recognised good practice and legal and regulatory requirements (e.g. GDPR) • Deliver a range of operational support services for all ICT functions to meet business, service user and customer service related requirements • Act as a point of contact with external support contractors on responses to user problems, operational issues and system / module enhancements • Support the Head of ICT in undertaking timed regular service, policy and procedure reviews across all ICT functions to ensure that services continue to support business objectives and that appropriate training and support arrangements are implemented for all ICT service users • Proactively develop, support and maintain effective working relations between the ICT team and other

	<p>service teams across the Group to ensure that ICT services meet business needs</p> <ul style="list-style-type: none"> • Adhere to service levels / KPI's and provide regular and accurate management reporting on ICT Service performance
Effectively manage the ICT infrastructure	<ul style="list-style-type: none"> • Support the management of the contracts and operational relationships in place with external agencies, suppliers and contractors, ensuring that services are delivered according to contracted requirements and service levels • Contribute to the development and implementation of Group-wide ICT back-up and continuity plans, including testing of business-critical ICT services
Deliver a continuously improving ICT service	<ul style="list-style-type: none"> • Support the business transformation and continuous improvement aims for the Group • Collaborate positively with the Head of ICT on the development and implementation of the Group's ICT Strategy, including assessing resource requirements and deciding on team priorities
Monitor and control team and delegated expenditure in line with budget provision	<ul style="list-style-type: none"> • Assist the Head of ICT in preparing and setting the ICT budget, and ensuring through robust monitoring that expenditure is within this each year • Efficiencies are achieved through service improvement

Interdependencies

Internal

Group governing bodies
Executive Management Team
Operational Management Team
Departmental Management Team and colleagues
System Users

External

Data Hosting Contractor
Software Suppliers
Hardware Suppliers
Support Contractors
Tenants/customers
Other providers
Contractors