

Job Description

Job title	Head of IT Service and Secure Operations
Profession	Digital, Technology & Data Analytics
Band	C
Directorate	CIO (Information Technology)
Accountable to	IT Director

Job Purpose:

The role is responsible for leading the operational delivery, security and continual improvement of Sovereign Network Group's (SNG) core IT services, ensuring colleagues receive reliable, secure and high-quality technology services every day.

The role is accountable for ensuring SNG's critical technology services remain resilient, recoverable and capable of supporting business operations at all service operating times. Providing strategic leadership across SNG's technology operations and operational service capabilities, the role ensures technology services remain customer-focused, secure, resilient and aligned to SNG's technology strategy, continually evolving to meet changing organisational needs.

Working closely with other areas of the CIO Directorate including Product Management, Architecture, IT Assurance and Governance, Business Platforms, Digital and AI, Data, the role ensures new technology transitions successfully into live operation, operational risks are effectively managed, and IT services continually evolve to meet SNG's needs. Accountable for service performance, operational resilience, cyber security operations, related service supplier management and the continual maturity of IT operational practices across.

Financial responsibility: circa £8 million per annum

People responsibility: 6 Direct reports, circa 29 indirect reports

Autonomy:

Within the broad direction set by the IT Director, this role will have the autonomy to decide how the team operates, resources are deployed and how work gets done. The role will determine operational strategy, prioritise investment and establish the operating model required to deliver their accountable services.

Key Accountabilities:

Strategic Leadership

- Provide strategic leadership and operational ownership for the IT Service and Secure Operations function.
- Contribute as a member of the CIO Leadership team to the delivery of the CIO strategy and wider corporate plan.
- Develop the operational strategy for IT Services and Secure Operations, ensuring services remain aligned to organisational priorities.

- Lead continual improvement across operational services, embedding best practice, automation and service excellence.
- Develop operational roadmaps that improve customer experience, service resilience and organisational capability.
- Deputise for other members of the CIO Leadership team and the IT Director where appropriate.

IT Service Management

- Act as Service Owner for all operational IT services within remit.
- Ensure services are reliable, supportable, resilient and continually improving.
- Own service performance, availability and operational maturity.
- Ensure appropriate monitoring, alerting and operational controls are in place to proactively identify, manage and minimise service disruption.
- Lead the escalation and resolution of major incidents as required, including operational resilience, disaster recovery and technology business continuity. Ensure critical services are restored quickly, root causes are addressed and operational risks are proactively managed.
- Drive continual improvement through service metrics, customer insight and operational reporting.
- Ensure service management processes remain effective, scalable and aligned to ITIL best practice.

Service Desk and End User Services

- Lead the Service Desk, ensuring high-quality support and excellent colleague experience.
- Ensure incidents, requests and problems are managed effectively and resolved within agreed service levels.
- Drive improvements in first-contact resolution, customer satisfaction and service efficiency.
- Develop self-service, automation and knowledge management capabilities.

Secure Operations

- Lead operational cyber security capability across monitoring, incident response, vulnerability management and operational security.
- Ensure security controls remain effective, proportionate and aligned with organisational risk appetite.
- Lead operational response to security incidents and major cyber events.
- Ensure operational compliance with relevant legislation, standards and security frameworks.

Cloud Infrastructure and Workplace Technology

- Develop and own the strategy, operational management and continual improvement of SNG's cloud infrastructure and workplace technology services.
- Ensure cloud platforms are secure, resilient, scalable and cost-effective, supporting both current and future business needs.
- Lead the operational management of Microsoft Azure. Identity services, networking, end-user computing and associated infrastructure services.

- Ensure infrastructure services achieve agreed availability, resilience, backup and disaster recovery objectives.
- Drive infrastructure modernisation, automation and optimisation, improving operational efficiency and reducing technical debt.
- Work closely with Architecture to ensure infrastructure designs are supportable, secure and aligned to enterprise standards.
- Ensure infrastructure services comply with security, regulatory and governance requirements.
- Develop cloud roadmaps that support SNG's wider technology strategy and future transformation.

Product Operations and Live Services

- Lead the operational support of strategic business applications following transition into live service.
- Ensure effective operational ownership, monitoring, support and continual improvement of products.
- Work closely with Business Platforms and Project teams to ensure smooth transition into operational support.
- Ensure products transition effectively into live service through robust operational readiness, release governance, clear service ownership and support models, driving continual improvement throughout the product lifecycle.

Supplier and Commercial Management

- Manage strategic relationships with IT Service Management, IT Security and Infrastructure suppliers and related managed service providers.
- Ensure supplier performance delivers agreed outcomes and value for money.
- Manage operational budgets, contracts and licence compliance.
- Support procurement and commercial decision making.

Leadership

- Manage the IT Service and Secure Operations team with a focus on articulating a clear vision, providing direction, and fostering a culture of accountability, high performance, and continuous improvement.
- Allocate resources efficiently and effectively within the team, managing workload and priorities.
- Ensure oversight of relevant systems, processes, policies, and resources to ensure that the IT Service and Secure Operations team provide professional, reliable, and responsive services to the business.
- Implement SNG's corporate plan and objectives within it.
- Promote equality, diversity, and inclusion efforts to ensure an inclusive and supportive work environment in line with SNG's policies and procedures.
- Encourage and support employee wellbeing, engagement, development and mentorship and my performance objectives.
- Take ownership of people related matters and work with the relevant support teams.
- Own operational performance and service metrics, driving continual improvement through data-led decision making.

General

- Role model SNG's values and leadership behaviours, fostering an environment of trust, transparency, inclusion, and employee wellbeing.
- Proactively promote the Everyone Safe and Well vision and principles, guiding by example to create a positive environment where health, safety and wellbeing are integral values for all colleagues.
- Participate in learning and development opportunities and activities that develop personal effectiveness and assist in improving performance in the role. Ensure all core and mandatory training is completed and kept up to date.
- Undertake any other duties as may reasonably be required in line with the level of responsibility of the post and to meet the changing needs of the organisation.

Knowledge and Skills:

Essential

- Significant experience leading IT Operations or IT Service functions within a complex organisation.
- Experience leading Service Desk, Infrastructure and Cyber Security operations.
- Strong understanding of IT Service Management and ITIL principles.
- Experience managing cloud-based infrastructure and Microsoft technology environments.
- Experience of operational service ownership, service transition and continual improvement.
- Experience leading operational response to major incidents and service disruptions.
- Strong commercial, financial and supplier management experience.
- Experience leading multidisciplinary technical teams.
- Excellent stakeholder engagement and influencing skills.
- Experience presenting operational performance and risk to senior leaders.

Desirable

- Knowledge of Microsoft Azure Platform Management.
- ITIL v4 certification.
- Achievement of certification under Cyber Essentials Plus, ISO27001 or equivalent security frameworks.
- Experience working within a product-led or agile technology function.
- Experience supporting large-scale technology transformation.

This is an overview of the job and will be periodically reviewed and updated to ensure that the job description fully reflects the responsibilities required of the post holder.

Version	Job code	Author	Date created/modified	Effective date
1.0	5155	Kitty Bourlet / Steven Barber	08/2026	13/08/2026

