

North Northamptonshire Council

JOB DESCRIPTION

DEPARTMENT: Transformation **POSTHOLDER SECTION:** Technology

GRADE: SM2

POST DESIGNATION: Head of Infrastructure Operations

Purpose of Job:

North Northamptonshire Council is a new unitary council that formed in April 2021, where we are now beginning a period of large-scale strategy and transformation to bring together our estates as well as create the world leading services for our citizens. We have an ambition to create brilliant and modernised services; to use modern platforms and infrastructure; and to make the best out of our investments in our technology and teams. This is a vital senior role in that journey, responsible for driving and leading our infrastructure across the council.

This role is responsible to the Chief Information Officer of North Northants Council for:

- Shaping the technology vision and strategy for North Northamptonshire, working collaboratively with the team and other senior leaders.
- Run all infrastructure services in the council, ensuring high levels of reliability, security and availability. This includes developing, configuring, maintaining, supporting, and optimising all new and existing network hardware, communication links (including telephony) and shared platforms.
- Working through Architecture to merge our infrastructure from 4 boroughs into 1 for North Northants.
- Leading all platform and infrastructure services across the council, including supporting multiple applications and expanding our capacity to support more in the future.
- Lead the infrastructure team, providing strategic oversight of work as well as line management and career development.

- Working with colleagues and partners to deliver the infrastructure need for North Northamptonshire

Objectives and outcomes for this role;

Tasks linked to this role will include but not be limited to

- Design and implement the strategic technology roadmap for the council, working alongside colleagues and partners to deliver the best outcome for the organisation.
- Ensure that all services built, maintained and run by your team meet user need and are cost-effective.
- Remaining aligned with emerging technologies in order to utilise these wherever necessary.
- Engage with relevant stakeholders across the organisation to ensure the organisational goals are captured.
- Working with colleagues in West Northants to achieve best outcomes for the organisation.
- Ensure that all our infrastructure and technology needs, including but not limited to: cloud infrastructure; data centres; telephony; applications and components are fit for the current purpose and able to scale for future need.
- Rationalise our infrastructure estate into the best fit for North Northamptonshire, advocating and using a security by design and cloud appropriate strategy.
- Take responsibility for modernising our Digital and Data infrastructure, working closely with the Head of Data and Head of Digital
- Hold our suppliers to account for spend, performance and behaviour, including diversity within their teams.
- Lead the design, negotiation and management of Service Level Agreements and contracts with both internal and external suppliers in your areas of responsibility.
- Undertake all duties with due regard to the provisions of health and safety regulations and legislation, Data Protection/GDPR, Brexit and statutory compliance.
- Ensure that appropriate levels of Disaster recovery, emergency planning and business continuity management preparedness are in place for the service.
- Be an advocate for the service, through building great relationships across the council, coaching senior leaders about the potential for technology to revolutionise how we work and the services we offer, and helping them see how technology can help them achieve financial and business outcomes.
- Make yourself available as a source of technology advice for any services who need it
- Establish and promote a culture of learning, building one or more communities of practice across your team.
- Manage staff performance appropriately by providing constructive feedback and take action where performance falls below the expected standard.

- Lead on major procurements for the organisation, to enable the transformation journey as well as delivering direct and indirect savings.

People management responsibilities:

This role will be;

- Responsible for the infrastructure teams within North Northamptonshire
- Responsible for a team of staff

Work environment

This role will be;

- The post-holder will be required to deputise for the Chief Information Officer (CIO) from time to time.

Person Specification

Job Title	Head of infrastructure operations
Grade	SM2
Service/Section	Technology
Directorate	Transformation

Criteria
Technical Knowledge & Experience
<ul style="list-style-type: none"> • Deep knowledge of modern technology practices around infrastructure, hosting and platforms • Deep knowledge of managing complex infrastructure programmes • Deep knowledge of modern software and software development practice, including the various options around self-built, low-code and outsourced services • Deep knowledge of infrastructure concepts, protocols and standards, including Active Directory, group policies, various hosting options, SSL, SAN, business continuity and disaster recovery. • Good knowledge of managing and configuring enterprise-wide networks including LANs, WANs, WLANs, VPNs, etc. • Good understanding of the principles and application of cloud/ virtualisation (including ownership, responsibilities and security implications). Examples, but not limited to: Server/desktop virtualisation and SDDC (Software Defined Data Centre). • Experience of setting strategy • Experience managing large budgets and teams • Experience with managing technology suppliers and partners • Experience managing and navigating complex landscapes and relationships

- Experience of developing services that takes account of the needs of diverse users.

Skills and Abilities

- Ability to lead a whole organisation's infrastructure estate and team.
- Ability to lead during times of great change
- Ability to describe the huge potential for technology to transform an organisation
- Ability to develop and get agreement to a strategy
- Ability to flex delivery approaches depending on context
- Passionate about building diverse teams and communities
- A strong influencer, with the ability to persuade and negotiate with stakeholders of all levels, including CEO, directors and elected members, including communicating methodologies and projects to a diverse, non-expert audience, and leading on the team's remit, priorities and budget.
- Strong people management skills, with the ability to create a positive working environment in which equality and diversity are embedded in every aspect of the team's work and output, dignity at work is upheld and staff are empowered and motivated to achieve good outcomes
- Shows the ability to delegate effectively, empowering others

Equal Opportunities

- Understanding of and commitment to the Council's equal opportunities policies and ability to put into practice in the context of this post.
- Understanding of and commitment to achieving the Council's staff values and ability to put into practice in the context of this post.