Job Description

Job Title: **Head of ICT Service Delivery**
                                         (Deputy to Director of ICT & Systems)

Reporting to: **Director of ICT & Systems**

Direct Reports:

                                       Line management of 1 internal ICT staff member.
                                       Leads ICT service delivery through a blended operating model: internal capacity plus Managed Service Provider (MSP) delivery.
                                       (Internal team expansion is in development, subject to Trust approval.)

Responsible for: **Trust-wide ICT service delivery, ICT platform operational assurance, Microsoft 365 service governance, and supplier/contract performance (MSP and key ICT suppliers)**

Functional Links:

The Head of ICT will work closely with Principals, ESLT, Directors & Heads of Business & Learning Support.

The Head of ICT Service Delivery will manage and maintain , key critical relationships with School Business Managers/Director of College Operations and College SLT.

The Head of ICT Service Delivery will be the contract owner/ lead for any ICT & Systems out-sourced contracts and work closely with the Head of Procurement to ensure effective negotiation of contract terms and delivery of contract outcomes.

The Head of ICT Service Delivery will represent the Trust in relevant external forums applicable to ICT & Systems

The Head of ICT Service Delivery will engage with and support internal and external end-users, being learners, Trustees and staff groups.

Reporting Relationships:

The Head of ICT Service Delivery will support the Director of ICT & Systems and deputise where necessary for the Director of IT. The postholder will produce and present updates and advice to ESLT meetings and present at SBM Networking, Central Teams Meetings and/or Principals Away Days as required.

Main Purpose:

The Head of ICT Service Delivery acts as second-in-command to the Director of ICT & Systems, leading the operational delivery, resilience and continuous improvement of ICT services across the Trust. The role ensures robust infrastructure, secure systems, and

high-quality service delivery through effective governance of the Managed Service Provider (MSP), strong service management practice, and technical assurance of the Trust's Microsoft 365 environment, identity/access controls, endpoint management and core infrastructure.

The postholder makes high-impact operational decisions on ICT service performance, major incidents, change governance, cybersecurity controls and supplier performance that directly affect operational continuity, safeguarding compliance, and educational outcomes across the Trust. Decisions involve balancing cost, risk and performance, with consequences for data security, user experience and compliance with statutory obligations. The role is also a senior escalation point for technical issues and major incidents, determining resolution strategies that prevent service disruption and mitigate reputational and financial risk.

Scope & Accountability:

Trust-wide operational ICT service delivery supporting approximately 6,000 users (c. 3,000 staff and 3,000 students).

Service coverage spans 13 schools and 1 college across 34 managed sites and 6 unmanaged sites. For unmanaged sites, the role remains accountable for user access, Microsoft 365/identity services, security policy enforcement, incident escalation and service continuity coordination.

Contract owner/lead for the Managed Service Provider (MSP) with an annual contract value of approximately £1m, accountable for governance of SLA/KPI performance and continuous service improvement.

Operational budget accountability for equipment lifecycle and refresh planning totaling approximately £500k–£1m per annum, alongside licensing and operational technology spend within agreed budgets/delegated limits.

Senior escalation point and incident lead for major ICT incidents, coordinating technical response, stakeholder communications and recovery to protect safeguarding, statutory compliance, operational continuity and Trust reputation.

Line management responsibility for 1 internal ICT staff member and day-to-day direction/assurance of MSP resources through formal governance and service management processes.

Duties and Responsibilities:

Operational IT Service Delivery

Lead day-to-day ICT operations across all Trust sites, ensuring consistent service delivery through the MSP and internal capacity

Own helpdesk/service desk performance monitoring, ensuring SLA compliance and continuous improvement through KPI reporting, service reviews and improvement plans.

Act as senior escalation points for unresolved technical issues and major incidents,

coordinating with MSP and internal teams to safeguard service continuity and minimize operational risk .

Ensure hardware, software, and systems are maintained, fit for purpose, and aligned with user needs and Trust priorities.

Apply professional judgement, analyse detailed evidence and technical information and knowledge to arrive at accurate, expert and professional decisions and making sure that decision making within the teams is open fair and transparent

Infrastructure & Network Management

Manage and support the implementation, assurance and monitoring of secure, scalable infrastructure including servers, networks, and connectivity.

Ensure robust backup, disaster recovery, and business continuity arrangements are in place, documented and tested appropriately.

Coordinate regularly with the Director and MSP to evaluate, assure and approve infrastructure changes with consideration of cost, security, and long-term scalability ensuring the network infrastructure is resilient, scalable and secure.

Design and implement network infrastructure and connectivity to meet the Trust's requirements across a multi-site delivery.

Microsoft 365 & Systems Administration

Own the Trust's Microsoft 365 service, including tenant governance, lifecycle management, performance assurance, adoption and security baseline (Exchange Online, SharePoint, Teams, Intune and Entra ID/Azure AD).

Act as technical/design authority for identity and access management and endpoint standards across the Trust (including Active Directory, Group Policy, MFA/Conditional Access and Intune).

Lead the rollout of new applications, upgrades, and system integrations ensuring discrepancies are identified, escalated appropriately and resolved.

Ensure user accounts, permissions, and access controls are governed and maintained in line with Trust policies including safeguarding requirements and compliance obligations.

Cybersecurity & Compliance

Manage, review and support the implementation of cybersecurity policies, tools, and practices across the Trust estate

Monitor system health, performance, and security posture using monitoring tools and supplier r dashboards, ensuring issues are triaged, escalated and resolved.

Ensure GDPR, safeguarding, and data protection compliance across systems, processes and access controls.

Actively participate in audits and maintain system documentation, evidence packs and asset registers.

Independently decide and implement risk mitigation strategies (with delegated authority) to protect sensitive data, reduce vulnerabilities and maintain compliance escalating material risks as required.

Technical Project Delivery and Continuous Improvement

Lead and support ICT projects including school openings, migrations, upgrades, and digital transformation initiatives, ensuring safe deliver and transition into BAU support.

Provide technical assurance into procurement, solution design, and implementation plans.

Maintain and govern asset management systems and oversee lifecycle management of hardware across the Trust estate

Drive innovation by identifying emerging technologies and assessing potential benefits/risks to enhance teaching, learning, and operational efficiency.

Vendor & Contract & Commercial Oversight

Contract owner/lead for ICT and systems outsourced contracts (including MSP and key suppliers), accountable for SLA/KPI performance management, renewals and service improvement planning.

Ensure service contracts, licensing, warranties and renewals are monitored and managed effectively to maintain service continuity and value for money.

Make commercially astute recommendations/decisions on supplier performance and contract negotiations (within delegated authority), optimising cost, service quality and risk exposure.

Collaboration & Stakeholder Engagement

Work collaboratively with Principals, College SLT, SBMs/Operations leads, site teams and central services to ensure ICT solutions meet operational and strategic needs.

Deliver user guidance and support training approaches, documentation and best practices for system usage to drive effective adoption and reduce avoidable demand.

Support change management and user adoption of new technologies, ensuring impacts are understood and benefits are realised.

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

Leadership & Team Support

Deputise for the Director of ICT & Systems as required providing update, advise and reporting to ESLT, SBM networking, central teams meetings and Principals forums as required..

Promote a culture of service excellence, innovent and continuous improvement across internal staff and supplier teams.
Maintain a strong focus on continuous learning for oneself and others, and have the ability to lead, develop and embed a framework which develops and supports the team to deliver against current and future plans

Decision-Making & Delegated Authority:

Approves/declines operational ICT changes and releases through change governance (including emergency change decisions during major incidents) within agreed delegated authority.

Determines incident response strategy and prioritisation, balancing safeguarding, compliance, cyber risk and operational continuity.

Authorises operational technical standards and security controls for Microsoft 365, identity/access and endpoint management; escalates exceptions and material risks with documented mitigations/options.

Holds suppliers to account for delivery, initiating escalations and agreeing service improvement plans and contractual remedies in line with contract terms and Trust governance.

Approves operational procurement/spend within delegated limits and agreed budgets; recommends strategic investments and business cases to the Director/ESLT where required.

Person Specification

Qualifications	Relevant IT certifications (e.g., Microsoft MCP/MCSA, CompTIA, ITIL Foundation).
Experience and Skills	**Essential** Proven experience in IT operations, infrastructure, and service delivery management. Strong technical knowledge of Microsoft 365, Azure AD, Intune, Windows OS, and networking. Experience managing external suppliers or MSPs. Excellent communication, stakeholder engagement, and problem-solving skills. Understanding of cybersecurity principles and data protection legislation. Expert knowledge of enterprise-level ICT architecture, risk assessment, and digital transformation strategies. Ability to interpret complex technical data and translate into actionable insights for senior leadership. Advanced skills in contract negotiation, vendor performance management, and cost optimization. Proficiency in project governance and change management methodologies. Full UK driving license and willingness to travel across Trust sites. **Desirable** Experience in education or multi-site organisations. ITIL or similar service management certification. Familiarity with systems integration, automation platforms, and cloud-based services. Relevant IT certifications (e.g., Microsoft MCP/MCSA, CompTIA, ITIL Foundation).

Personal Qualities	An individual with strong collaborative leadership skills
	A 'people person', the Head of ICT, will be outward facing and working with team members across different functions and levels of responsibility
	A leader that develops, grows and supports people
	A commitment to SEND and who believes in the transformative power of education
	Sound judgement, decision making, and commercially astute
	Ability to promote the safeguarding and well-being of all learners
	Ability to promote equality and diversity, recognise and actively challenge stereotyping, prejudice and discrimination