

Role Description

Title: Head of IT

Reporting To: Chief Technology Officer

To: Protect and deliver IT Services across Woods Valldata to both internal and external clients

In a way that: Is client and service focused. Delivering its services on time and working to requirements

So that: Woods Valldata has a sector leading information technology service, which is secure and available

Key priorities:

- **Absolute security of systems and data** – taking no risks with system and data security. Ensuring all the correct monitoring, techniques and software are used to ensure system and data security is paramount
- **Client Service** – delivery of client work to agreed quality and timescales to ensure exceptional client service. Maintain BAU lead-times to less than 8 weeks
- **IT Strategy** – actively advising the Board on the correct IT strategy for the business to include best use of existing systems. To maintain an agreed IT strategy for the business
- **Department Efficiency** – striving to deliver to the highest standards, through efficient working and a commitment to continuous improvement
- **Team wellbeing** – through regular staff briefings, training, support and development of teams and individuals
- **Confidentiality** – is professional and confidential always, conducting yourself with integrity in all matters relating to the company its information, reputation and its employees and clients

General priorities:

- System, data and physical security within departments
- Health and Safety of all departmental areas
- Ensure all departments are organised and properly resourced during peak times
- Provide annual departmental budgets (with CTO) and management of agreed annual budgets
- Ensure continued compliance with PCI and GCRTS and other relevant standards
- Hold regular improvement discussions with other department heads
- Participate and take an active role in meetings, offering opinion, and helping lead debate
- Ensure staff are aware and trained in the company Information Security Management System
- Ensure robust documented Standard Operating Procedures exist for all key aspects of departmental activity (reviewed annually)
- Prepare monthly report to CTO covering all agreed KPIs, department updates and other relevant information

Departmental priorities:

- Lead, manage and develop a best practice IT team to deliver the organisations technology and data requirements with efficiency and effectiveness
- Manage, plan and deliver quality IT changes across the Woods Valldata
- Overseeing and evaluating technical operations to ensure continuous improvement
- Discover and implement new technologies that yield competitive advantage
- Oversee all technology operations (e.g. network security) and evaluate them according to established goals
- Devise and establish IT policies and systems to support the implementation of strategies
- Analyse the business requirements of all departments to determine their technology needs
- Purchase efficient and cost-effective technological equipment and software
- Inspect the use of technological equipment and software to ensure functionality and efficiency
- Identify the need for upgrades, configuration changes or new systems
- Assist in building relationships with vendors and creating contracts which are both aligned with the company strategy and values and are cost-efficient
- Line manage the IT department through supportive people management in line with company policies and values
- Monitor technical operations activity to delivery timely resolutions to client issues, queries and faults
- Ensure IT infrastructure is updated to latest versions of security patched and firmware upgrades
- Participate and take an active role in meetings, offering opinion, and driving productive discussion and effective questioning

Person Specification:

- Natural leader with the ability to facilitate an environment which encourages and enables employees to reach their highest potential
- Excellent communicator with the ability to build effective relationships across all areas of the business and both internally and externally
- Calm and composed with the ability to manage multiple demands, clients and stakeholders
- Professional and trustworthy with high levels of integrity