Head of IT

The role

The rundown: You’ll lead our team of technology specialists to continually deliver excellent technology services to internal and external customers. You’ll continuously identify opportunities and solutions across the organisation and improve our range of existing solutions. You’ll plan and execute our technology strategy and be responsible for the day to day running of the department. You’ll make sure we have operational stability, service support and deliver continued operational improvement.

The detail: day-to-day work

• Line manage a team of technology specialists
• Manage new technologies and opportunities from planning to implementation
• Prepare department objectives and budgets to facilitate efficient capture, storage, processing and dissemination of information
• Review and approve major contracts for IT services and equipment, subject to the approved IT budget
• Help plan and execute the technology strategy for the business
• Make sure operational and service delivery excellence across the IT teams aligned to best practice
• Lead on the implementations of new technologies and platforms to determine alignment with the charities operational needs

• Make sure IT change initiatives are driven by technology strategy and achieve excellent customer satisfaction
• Make sure appropriate financial controls are place with monthly reporting and tracking to ensure all costs remain within budget
• Manage key stakeholder relationships in the organisation, ensuring that IT is listening to and serving the needs of the organisation

You'll take ownership for:

• Delivering excellent services to internal and external customers.
• Identifying critical business needs and establish your own departmental project requirements
• Driving the move towards both a digital workplace and a digital-first culture.

We succeed when we work together. Here’s who you’ll be working with regularly:

• IT Operations Manager
• IT Service Desk
• Technology Management Team
About you

The essentials:

- You will have extensive experience in managing large, technical IT teams and the day to day running of an IT department
- Expert in leading teams and individuals in an IT environment focussing on cloud computing, application development and end user support
- Extensive experience overseeing the deployments and maintenance in a large and expanding technical estate
- Demonstrable experience in strategic planning and execution in line with budgets
- Expert understanding of ITIL Best Practice
- Expert understanding of Cyber security and information governance
- Expert at IT programme and project management with a track record of organisation wide transformational programme delivery
- Able to identify, prioritize, and solve complex IT Operation, Service Delivery and Software development risks and issues
- Excellent knowledge of all aspects of project and program delivery with the ability to operate at both detailed technical level and at Senior Executive and Trustee levels
- Proficient in financial management of a large IT department
- Proven track record at working in a fast-paced complex and dynamic environment
- Strong analytical and problem-solving skills
- Excellent verbal and written communication skills with the ability to present information to all levels of the organization
- Strong customer service orientation
- Willing to work in a team-oriented, collaborative, geographically dispersed environment
- Ability to prioritise work load and manage expectations under pressure
- Ability to work out of hours on an agreed basis

The nice to haves:

- You will have proven experience in delivering one or more major technology transformation projects or programmes.

More info on how the role fits in with the rest of the team and charity:

You’ll report to: Director of Technology

This position is a level 4 role. Take a look at our role levels and where you’ll fit in on our Working for us webpages (under Pay and Benefits).
More about working for us

There’s lots of great stuff about working here. For full details pop over to our webpages.

Our culture: We live by our principles. They underpin our culture and identity. And inform everything we do. Find our more about our cultural principles.

Diversity and inclusion: Together we’re creating a culture where everyone, from any background, can do their best work. We particularly welcome applications from disabled, Black, Asian and Minority Ethnic (BAME), Lesbian, Gay, Bi, Trans including non-binary (LGBT+) candidates, and candidates whose socio-economic background reflects that of the pupils we work with. These groups are underrepresented at Teach First and we’re committed to better representing the communities we serve.

We’re signed up to the Association of Chief Executives of Voluntary Organisation and the Institute of Fundraising’s principles which aim to address the racial diversity deficit in charity leadership. We are Stonewall Diversity Champions. We want you to be able to bring your whole self to work. Find out more about what we’re doing to improve diversity and inclusion.

Our benefits: Our mission is critical and the work’s important, but so’s your life. We’ve put together a benefits package that means you can live and work well. Find out more on our Working at Teach First webpages.

This role is suitable for agile and flexible working

Our agile way of working gives you flexibility. Need to start late, finish early or fancy a change of scenery? That’s fine, our Agile Working policy focuses on what you achieve, not presenteeism.

If you need a set and regular working pattern to support your life have a chat with us about flexible working options. Over 100 of us already have a flexible working agreement, with more than 70 different working patterns in place. We’re ready to hear your request. Find out more via our flexible working policy (available on our working for us webpages).

Building a fair education for all.
And a great place to work.