The role

The rundown: You’ll be responsible for leading a team of IT professionals working closely with the Head of IT. You’ll oversee the Infrastructure and Service Desk teams in supporting complex IT services including Networks, Storage, Messaging, Security and Server Services.

You’ll provide reliable infrastructure to support our business operations and make sure sustainability, efficiency and value are achieved.

The detail: day-to-day work

- Line manage the Infrastructure, and Service Desk teams
- Create a positive culture of continuous improvement, fostering, training and mentoring a team of driven and highly skilled individuals
- Be responsible for overall IT infrastructure stability, resiliency and performance including physical network and virtual resources
- Ensure appropriate IT infrastructure capacity to ensure optimum system performance
- Coordinate and work with resources (internal and external) to meet established project milestones and to achieve project deliverables
- Recommend suitable technology infrastructure updates to develop long-term and short-term planning
- Assist in developing IT budget for IT infrastructure
- Develop plans for implementation of new IT operational projects
- Explore requirements from the Head of IT and IT team to recommend the most suitable IT infrastructure solutions
- Responsible for the organisations Information Security, continuous improvement and accreditation

You’ll take ownership for:

- Ensuring operational and service delivery excellence across Infrastructure and Service Desk teams in-line with agreed SLA’s
- Providing mentoring and professional development to all Infrastructure and Service Desk team members
- Reviewing all new and updated processes and procedures introduced to ensure SLA compliance
- Participating in the development, maintenance and testing of disaster recovery plans as required & implements improvements
- Providing detailed operational reports Responsible and accountable for managing the Change Management Process covering all Infrastructure changes in accordance with the group IT policy for change
- Responsible for ensuring ongoing compliance with quality standards including ISO27001, Cyber Essentials and ISO23001
About you

The essentials:

You will have extensive experience in managing large technical IT teams and the day to day running of the 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 transformational projects or programmes

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

You’ll report to: Head of IT

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).

The main responsibilities of this role are described here. As our needs as a charity change, we may need to make reasonable changes from time to time.
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.