



THE CHURCH  
OF ENGLAND

NATIONAL CHURCH INSTITUTIONS

## ROLE PROFILE FOR Head of IT Service Operations

### About the National Church Institutions (NCIs)

The National Church Institutions comprises a wide variety of teams, professions and functions that support the mission and ministries of the Church of England in its vision to be a church, centred on Jesus Christ, for the whole nation - a church that is simpler, humbler, bolder.

#### **We Include. You Belong.**

Our Belonging and Inclusion Strategy aims for everyone in the National Church Institutions (NCIs) to feel that they belong, and are valued for who they are and what they contribute. Together, our people contribute in different ways towards our common purpose, whichever NCI they work in and whatever their background.

Living out our values in all that we do, we:

- Strive for **Excellence**
- Show **Compassion**
- **Respect** others
- **Collaborate**
- Act with **Integrity**

We believe our commitment to belonging and inclusion fuels our progress and drives us forward. The NCIs are a safe, inclusive workplace for people of all backgrounds and walks of life. We welcome applications from people of all faiths and of no faith. We want to encourage applications from a diverse group of people who share our values. Even if you have never thought about working for us before, if you have the skills and experience we're looking for then we would like to hear from you.

### About the department

Technology Services provide Technology and Cyber Security across the National Church Institutions (NCIs) and beyond. From Front line Support and Cloud Infrastructure, all the way to major Business Digital Transformation. Supporting upwards of 1,000 daily users, predominantly using the Microsoft 'stack', we have a deeply customer focussed, values-led, and cyber security-first approach that enables diverse business units a stable and high performing platform to deliver on their goals and objectives.

### What you'll be doing

We are looking for a dynamic and experienced IT Leader to lead, improve and champion IT Service Operations. Accountable for delivery and continuous improvement across the breadth of

IT Service Operations for the NCI's, whilst being commercially aware to ensure the highest value for money.

IT Service Operations, is a new team within the Technology Services departments, bringing together capabilities including IT Support, IT Infrastructure, IT Service Design, Acceptance into Service to support go live and adoption of new and enhanced Technology products and services.

As a member of the Senior Technology Leadership team, this position will work closely with the Head of IT Portfolio and Head of Cyber Security, as well as senior stakeholders (to Chief Officer level) across the NCI's to ensure the Technology Services team, are aligned to, and a key partner in delivering the ongoing strategies, goals and objectives across all of the NCI's.

### **MAIN DUTIES AND RESPONSIBILITIES**

- Sets the mission, vision, and strategy of IT Service Operations to deliver an exceptional on-going IT service and support capability to our customers.
- Creates an outcome focussed culture within IT Service Operations, promoting an awareness of customers ultimate need, as opposed to a transactional view of IT tasks.
- Works with peers in the Senior Technology Leadership team to provide governance and insight across all the Technology Services team's deliverables and ways of working.
- Builds successful and resilient relationships with key NCI stakeholders (expected to be up to and including Chief Officers) by developing a clear understanding of business needs, acting as a critical friend and trusted advisor.
- Supports peers outside of Technology regularly acting as an internal consultant on any IT or related matters within their projects or activities.
- Participates in Business Programme Boards as directed, to ensure effective IT representation across the Pan-NCI Project register.
- Controls the IT 'Run' Budget to ensure strongest value for money in all aspects of investment to deliver against the needs of the NCI's.
- Develops the Service Operations delivery plan working to ensure resources are planned appropriately, and a plan of future activity can be shared across transparently.
- Introduces a scalability framework, identifying in advance when key capabilities must scale to support demand, and how to achieve that with internal or partner resources.
- Delivers an Acceptance into Service process in partnership with Head of IT Portfolio, to ensure smooth and repeatable adoption of new technology from the IT Portfolio function.
- Delivers and manages a Change Approval Board process in line with ITIL best practice.
- Monitors and controls delivery, employing meaningful metrics and publishing where we are against them to ensure we are performing to the highest level.
- Leads Major Incident Response as appropriate, ensuring a well governed response to any Priority 1 issue.
- Leads Business Continuity and Disaster Recovery for the Technology Services team, attending bronze and silver team sessions as appropriate, and responding regardless of time of day to Business Continuity events.
- Keeps our customers and partners up to date, communicating regularly using appropriate channels, and opportunities to reinforce our commitment to the highest standards.
- Line manages, coaches and sets the example for the leaders of Office Services, Service Desk and Infrastructure teams.
- Ensures Talent Management and processes, including Personal development plans as up to date and appropriately used by all members of IT Service Operations.

## About You

This role is ideal for an Outcome focussed leader, obsessed with delivering exceptional service to a broad range of Customers. Passionate about employing Technology and Data to drive improvements, ensuring our Customers and our Technology colleagues have the correct tools to do their job, and that they always have somewhere accessible to turn to when they need help.

The Church of England is for everyone, and we want to reflect the diversity of the community the Church serves across the whole country. Therefore, while of course we welcome all applications from interested and suitably experienced people, we would particularly welcome applicants from UK Minoritised Ethnicities (UKME)/Global Majority Heritage (GMH) and other under-represented groups.

### Essential

- Highly experienced in senior IT service and operations leadership roles, with the ability to demonstrate high volume of simultaneous on-going tasks and project delivery.
- Proven leadership of IT Service Management (ITSM) and Service Integration and Management (SIAM), with a deep understanding and practical application of best practices.
- Expert in ITIL Service operation practices such as Incident, Problem, Change and Configuration Management.
- Demonstrable experience leading Major Incident processes, root causes analysis and remediation.
- Recent and proven experience working with Managed Service Providers in both fully outsourced and co-sourced service delivery.
- Significant experience and skill in IT Budgeting, Risk management and Vendor Management.
- Proven experience on managing multiple IT Projects or programmes whilst also leading an IT 'Run' function, balancing commitments, people and investment.
- A strong track record of managing changes to IT services with minimal business disruption, with experience of setting up and running a Change Advisory process and meetings.
- Demonstrable experience in creation of business cases to obtain support for major IT change projects.
- Ability to articulate a problem, manage the investigation, implementing both corrective and preventative actions, with correct communication and stakeholder management.
- Strong collaborative style with their team, peers and key stakeholders.
- An energetic style with a can-do attitude, partnered with a practical approach.
- Excellent written and verbal communication, presentation and interpersonal skills.

### Desirable

- Experienced in managing a Facilities, Office Services, or Concierge function.
- Knowledge of Charity/Not for Profit sectors.
- Digital Transformation experience.
- Experienced in IT Programme Management.
- Recognised certification in ITIL, ITSM, or SIAM
- High level of technical proficiency in the Microsoft 365 and Microsoft Azure stack.
- Experienced in Data migration, Data integration, API, and integration patterns.

- Experienced in Building Information Management Systems.
- Experienced working in regulated environments.

## Vacancy Summary

<b>JOB TITLE:</b>	<b>Head of IT Service Operations</b>
<b>NCI ENTITY:</b>	Church of England Central Services
<b>DEPARTMENT:</b>	Technology Services
<b>GRADE:</b>	Band 1      Standard Point
<b>SALARY:</b>	£82,157
<b>WORKING HOURS:</b>	35
<b>PRIMARY OFFICE LOCATION:</b>	Church House, Westminster, London
<b>HYBRID WORK ARRANGEMENTS:</b>	2-3 days per week in the primary office location
<b>SUITABLE FOR FULL HOMEWORKING:</b>	<input type="checkbox"/>
<b>HOMEWORKING REQUIRED:</b>	<input type="checkbox"/>
<b>CONTRACT TYPE:</b>	Permanent
<b>IS A DBS CHECK REQUIRED? IF YES, WHICH LEVEL</b>	<input type="checkbox"/> Select level of DBS Check required
<b>IS A FAITH-BASED GOR APPLICABLE FOR THIS ROLE?</b>	<input type="checkbox"/>
<b>ORACLE POSITION CODE:</b>	8017885
<b>COST CODE:</b>	50155
<b>PARENT POSITION:</b>	Director of Technology