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| **Role Title** | Infrastructure & Network Services Manager | |
| **Business Hub** | ICT | |
| **Pay Range / Scale** | PO8 | |
| **Purpose**  To lead, develop, improve and operationally manage the technical Infrastructure & Networks Services team.  To manage all operational infrastructure and network services. Work as a member of the Operations team to deliver service improvements through customer focus and delivery.  Accountable for the IT environment used to deliver services and applications including, but not limited to: Datacentres and cloud services; servers; compute; storage; line of business applications; core office systems; networks & devices; firewalls; internet & secure public sector connectivity; backups; security; remote working & 3rd party connectivity.  Carries responsibility for monitoring and managing services and systems to ensure that availability, capacity and security aligns with service requirements and SLAs and responds to changing requirements.  The role provides technical expertise, implementation and transition support and leadership to colleagues in Technology, Change and Supplier Relationship for service specifications, design, implementation and technical design changes.  To always ensure quality and value for money and work with the Head of ICT Operations to meet budgets. | | |
| ***Generic Accountabilities*** | | ***End Results/ Outcomes*** |
| Plan and ensure service delivery within a diverse environment. Control activities within the service area and ensure professional standards are delivered. | | The service is delivered to the quality, Council, professional and legislative standards required.  Integrated service development and delivery is informed by client, partner and stakeholder views, latest thinking, good practice and legislative requirements.  Corporate strategies are effectively implemented within area of responsibility.  Service delivers excellent customer service. |
| Advise Directors, Members and others on issues relevant to the service area. Provide professional challenge and advice to colleagues, managers and partner organisations. | | Expert professional advice, interpretation, information, support and challenge are provided to Waltham Forest and external parties on the full range of operational, legislative and strategic issues within the field of expertise.  Responses to major corporate or partner initiatives / complex strategic or operational issues are managed effectively.  Major issues are managed through to a satisfactory conclusion.  Feedback and complaints procedures are developed and managed. Complaints are effectively resolved. |
| Ensure the development and delivery of continuous improvements in all aspects of the service. | | Improvements are developed and delivered effectively.  Stakeholder requirements are met. |
| Lead, motivate and develop staff to create and maintain a highly competent and participative workforce. | | Instrumental in ensuring a workforce development strategy is designed and delivered, including induction of new staff.  The team is highly competent, effective, motivated and outcomes focussed.  Recruitment, induction, development, performance reviews, employee relations and all HR processes and planning is completed to the required standards and timescales.  Effective team meetings take place to required timescales.  Regular supervision is undertaken and clear objectives set and monitored through the Council’s Appraisal process. |
| Identify, secure, deploy and manage the resources necessary for the professional service area to meet/exceed its objectives. | | Resources including, equipment, people, and systems are utilised optimally and efficiently.  Budgets are planned, developed and delivered. Value for money is maximised.  Financial expenditure and financial integrity are controlled to assure regulatory and Council policy compliance. |
| Prepare and present a full range of reports (both standard and non-standard) covering area of responsibility. | | Reports are prepared, distributed / presented to senior management team and above to the required standards and timescales.  Evidence based recommendations are made. |
| Ensure the successful implementation of health and safety legislation, policies and practices. | | Risks to staff and others are assessed and managed.  Suitable health and safety instruction and training are provided.  There is a safe working environment. |
| Act in accordance with all policies and procedures which apply and understand the reasons for this. | | All policies and procedures are complied with. |
| ***Job Specific Accountabilities*** | | ***End Results/ Outcomes*** |
| **Responsible for Infrastructure and Network Services** | | Council and hosted datacentre environments and cloud services meet all required standards including technical, legislative and best-practice.  Compute and storage infrastructure supports core services and line of business applications delivering performance and flexibility requirements set by customers across SAAS, PAAS, IAAS, on-premise and cloud environments.  Network provides functionality, flexibility and performance to support Council’s ambitions for a digital workforce including LAN, WAN, SDWAN, Wifi and mobile access to corporate resources.  Communications platform supporting telephony, contact centre, messaging, conferencing in the office, at home and on the move.  Secure firewalls and other devices and services necessary to enable, support and protect a connected Council working with public sector networks, the internet, hosted suppliers and other 3rd parties.  Operational supplier management within contract and SLA agreements. |
| **Responsible for ICT Environment** | | Flexible provision allowing software, platform, infrastructure and on-premise services and line of business applications with the flexibility to deliver these in the cloud for performance, scale and speed of deployment.  High performing and reliable network services, including address, traffic and access management across multiple sites allowing seamless trusted connection at corporate sites and those with internet connectivity only.  Resource management and services including but not limited to: Identify management services for people and devices with service integration wherever possible; device updates; operating system and software deployment; printing; security; backups; remote working.  Core office productivity applications and services with flexible access allowing staff to work from different locations using multiple devices with easy collaboration and communication with external parties. There is a requirement for public services.  Work with colleagues to deliver business intelligence across different data set.  Ensures accurate tracking and active management of all requests.  Ensures accurate inventory of all devices, software and services within remit. |
| **Responsible for technical expertise, implementation and transition to service** | | Provides expert technical advice to support technical design function and change processes to collaboratively deliver new operational services and change.  Leads on, and resources technical implementation of new services and responsible for resourcing highest level of internal technical expertise necessary to successfully transition in new services.  Responsible for technical evaluation of tenders, responses, renewals and proposals. |
| **Responsible for Operational Integrity and sustainability** | | Provide secure authentication systems to manage and protect access to Council data and resources.  Established and tested backup and recovery processes  Implement security measures across the Council’s infrastructure and network, including but not limited to: antivirus; intruder protection and detection; two factor authentication; web filtering; other firewall services.  Implement and manage reporting, performance analysis and capacity planning to ensure demand is projected and services are extended and improved in advance.  Effective business continuity provision and disaster recovery options to provide highly available and resilient services and defined recovery from failure scenarios. |
| **Performance Management & Service Improvement** | | Define and monitor Key Performance Indicators and ensure Service Level Agreement meets business needs. Investigate and report on breaches.  Review, implement and make use of appropriate resources to deliver service. Ensure documentation of services and operational processes.  High degree of technical and managerial competence to manage technical and logistical customer impact and initiate problem management and change management when necessary.  Identify issues and implement continuous service improvement including the development and documentation of new processes and services  Monitored negotiations with internal and external providers and service users in respect of disruptions and major amendments to the provision of services.  Reviewed service delivery to ensure that agreed targets are met and prepares proposals to meet forecast changes in the level or type of service.  Actively engaged with colleagues in Operations, Technical Design, Digital and Change to promote effective services, smooth transitions and operational processes.  Agreed service acceptance criteria with project/programme managers.  Established and maintained operational methods, procedures and facilities in assigned area of responsibility and reviewed them regularly for effectiveness and efficiency. |
| ***Nature of Contacts:***  Frequent contact with Heads of Service and senior managers in the authority, external agencies and organisations  Work directly with colleagues internal and external, other providers and external agencies to gather and exchange information and co-ordinate actions.  Develop sensitivity, persuasiveness, and negotiation and assertiveness skills to communicate with diverse audiences in emotive circumstances. Develop relationships with people at all levels confidently, sensitively and diplomatically.  Provide expert advice, guidance and support on issues within area of responsibility; develop and maintain joint working and promote the Council position.  Manage relationships with stakeholders and partners including complex and contractual issues. Communicate changes in policy and working practice to contacts. | | |
| ***Procedural Context***  Work within a policy framework and regulatory guidelines, applying knowledge of systems, procedures and best practice. Work to broad managerial direction, within a policy framework and regulatory guidelines, to ensure performance standards are met within a framework of policy and legislation.  Control the deployment and allocation of service resources within overall corporate and legislative framework. Accountable for the performance of the service area against agreed objectives. Develop service plan for area of responsibility and contribute to term wider service planning. Professionally accountable for interventions within area of responsibility.  Manage complex / high risk issues within a framework of policy and procedures. Creative and innovative problem solving of complex issues, often in situations where there is ambiguity, and a significant degree of judgement is required in relation to risks outside the remit of existing policy. Think and act strategically in decision making in a complex professional and political environment.  Development of policies and procedures and strategy for own area. Lead in partnership development, working with a range of agencies and extended services to meet strategic, legislative and Government policy requirements.  Provide support to customers, colleagues and other stakeholders through applying knowledge of systems, procedures and best practice.  Use initiative to deal with complex issues and respond appropriately in an unpredictable work environment. May involve isolated working outside core hours and occasionally the post will be expected to work from other locations  Reports to the Head of ICT Operations. | | |

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| **Resourcing**  Delegated responsibility for project budgets.  Monitoring and controlling major financial transactions /information.  Manages 1 Network Solutions Architect, 1 Senior Network Analyst, 1 Network Analyst, 1 Infrastructure Solutions Architect, 1 Senior Infrastructure Analyst, 2 Infrastructure Analysts. |
| **Knowledge & Skills**  Ability to manage multiple requirements and resources effectively to deliver best value and maximise outcomes  Wide technical knowledge of infrastructure, cloud solutions and network technologies, services and systems which deliver ICT services to customers and the public.  Able to communicate effectively with and influence stakeholders at all levels within the organisation and externally, including business requirements and technical specifications.  Strong skills in leadership, process management, and problem solving in a technical environment using Service Management frameworks e.g. ITIL to actively drive service improvement and high standards of service  **Experience**  Proven track record of effective leadership in pressurised operational, outcome focussed, technical ICT environment(s).  Proven track record of successful implementation and management of operational infrastructure and network services using datacentres, cloud services etc to deliver service improvement with clear customer benefits.  Experience of implementing, assessing and managing ITIL processes or their equivalent |
| **Indicative Qualifications**  Degree or equivalent or vocational qualification in relevant subject or area.  Evidence of Continuous Professional Development. |

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.