



# HM TREASURY

## Role Profile

Vacancy Summary				
Job Title:	Head of IT Services	Job Reference:	OC001599E	
Directorate:	MCS	Team:	Information Services and Facilities (IS&F)	
Line Manager:	Karen Delafield	Job Range:	E	
PSG Career Grouping:	Corporate Services	Closing Date:	11 November	
Eligibility				
Eligible applicants:	Permanent/Fixed-Term Treasury Staff	Y	Staff on loan to Treasury	Y
	Staff in Other Government Departments	Y	Fixed-Term Casuals / Agency workers	Y
Open on Promotion:	Yes	Y	No	<input type="checkbox"/>

Background Information
<p>The Information Services (IS) and Facilities team are looking to fill a challenging and demanding role managing the provision of all IT service to HM Treasury (HMT) and the Office of Government Commerce (OGC) at the heart of central Government for the next year.</p> <p>The post holder will be responsible for:</p> <ol style="list-style-type: none"> <li>1. Management and operation of the HMT &amp; OGC IT infrastructures, systems and networks.</li> <li>2. Provision of all day to day IS Support services to HMT and OGC.</li> <li>3. IS configuration management and capacity planning.</li> <li>4. Driving the ongoing infrastructure technology refresh activity</li> <li>5. Cost containment and reduction of spend on IT service operations.</li> <li>6. Contributing to the overall direction of IS and the transformation programme</li> <li>7. Staff engagement, management and development</li> </ol> <p>The Head of IT Services will play a key role in understanding our HMT and OGC customers, together comprising some 1,500 staff based in London and Norwich. Interaction with customers will ensure that every member of HMT and OGC staff has good understanding of IT services offered and the associated service level through excellent use of communication channels. There will be some interaction with other IT professionals across government including a representational role at the Service Delivery Board of the Chief Technology Officer Council; however the majority of external contacts are likely to be related to the professional body's to which the post holder belongs to ensure continuing professional development and access to current thinking and good-practice.</p> <p>The Head of IT Services will draw, not only on the IS Service team itself, but also bought in support services provided through third level support agreements with IT vendors and outsourced contracts with IT suppliers (e.g. telephony). Procurement of such services, and management of such service contracts, is a key part of the role, particularly around cost-containment.</p>

The IT environment is complex with many legacy systems and differing security models adding to the complexity; the Head of IT Services will lead all critical incident trouble-shooting by applying their specialist technical knowledge to help resolve issues quickly whilst also removing the underlying causes of the issues within the infrastructure.

The Head of IT Services will lead a team of fifty staff, predominantly IT professionals, with five direct reports. Development of the IS Services team itself is a key activity, requiring the post holder to significantly develop staff engagement and ensure professional development opportunities are open to all staff, whilst developing a high performing team..

## **Job Specification**

### **Main Responsibilities**

#### **Management and operation of both the HMT(confidential) & OGC (restricted) IT infrastructures, systems and networks.**

- Managing telephony, video-conferencing, WANs, LANs, firewalls, AD, Exchange, Oracle eBusiness suite, R\KYV EDRMS products, line of business systems, desktops, laptops, remote access systems, Blackberry Enterprise Servers, etc.
- Achievement and publication of system availability KPIs
- Maintaining excellent communication with customers during service outages.
- Leading critical incident technical trouble-shooting teams

#### **Provision of all day to day IS Support services to HMT and OGC.**

- Providing a call centre providing first-line (customer facing) services; transforming this service from a call centre to a technically-able intelligent service desk
- Providing second-line deskside support services
- Providing third-line technical support services
- Ensuring service continuity – maintain, improve and report on IT services and facilities outlined in the IT Service Catalogue
- Managing the OGC specific elements of customer service - accountable to OGC senior stakeholders for the provision of non-IT services.

#### **IS configuration management and capacity planning**

- Release management; accept/reject into live of all new or changed 'systems' and technology, ensure all changes released using a rigorous release management policy and procedure.
- Configuration management; document and control the entire system.
- Asset management; manage all software and hardware assets, their cycle of use and the management of their related information
- Capacity planning; ensure the appropriate management of existing infrastructure meet the capacity requirements of current and future systems, particularly around data centres. Take action to ensure appropriate capacity is available in a cost-effective manner. Plan and implement the retirement of legacy infrastructure.
- Critical service delivery policies and processes - Lead the ongoing development of policies and processes within the IS team and with the wider customer base. Ensure all IS team members follow approved processes and recognised good practices

**Driving the ongoing infrastructure technology refresh activity**

- Active involvement, as an expert, in the planning of IT projects to offer technical advice on current IT Services and understand the impact on future IT Services, particularly around server virtualisation, data centre facilities management and the development of secure remote working facilities.

**Cost containment and reduction of spend on IT service operations**

- Reducing the cost of IT operations, currently c £3m plus salaries.
- Managing contracts appropriately to achieve best value.
- Procuring and managing contracted services provided by third parties either through support agreements or outsourcing contracts

**Contributing to the overall direction of IS and the transformation programme**

- Working as an active member of the senior management team (SMT) and contributing at all levels
- Working co-operatively with other members of the SMT in support of their objectives
- Taking cabinet responsibility and taking agreed messages back to staff
- Making significant contributions to the development of the IS transformation programme

**Staff engagement, management and development**

- Building and leading a winning team, including recruitment, staff development, coaching and day-to-day line management according to HMT HR policies.
- Ensuring professional IT development
- Creating an environment of success for the branch.
- Planning for succession

**Working Arrangements**

The post will be based in London with regular, weekly, travel to, and interaction with staff in, Norwich, including overnight stays. Due to the operational nature of this post it is highly likely that there will be a need for out-of-hours working.

This post is of limited duration due to plans for transformation within the IS&F team and is offered internally as a one year loan or externally as a one year fixed term appointment.

<b>Person Specification</b>	
<b>Knowledge Requirements</b>	<b>Skills Requirements</b>
<ul style="list-style-type: none"> <li>▪ Proven recent experience in a senior operational service delivery role.</li> <li>▪ A strong network and infrastructure management background</li> <li>▪ Experience of running customer-service operations with a good understanding of implementation of automated system monitoring and recovery tools.</li> <li>▪ Specialist knowledge of service delivery policies and processes around configuration management and capacity planning</li> <li>▪ Strong evidence of identification of issues/opportunities and ability to facilitate definition and resolution of critical technical incidents.</li> <li>▪ Proven track record in the development and restructuring of a high performance operational delivery team including the recruitment, coaching, training and change management skills required for success</li> <li>▪ Broad understanding of all emerging technologies, with direct experience of those within own area of accountability (e.g., ACD, service mgt tools, systems monitoring etc).</li> <li>▪ Proven programme and project management capability for a broad portfolio of projects, including a track record in agreeing a sound options analysis and business case for the preferred option, sufficient to secure funding to tight operational timescales</li> <li>▪ A solid track record in cost containment whilst improving service performance</li>   <li>▪ The successful applicant is likely to be qualified in the following areas: <ul style="list-style-type: none"> <li>○ Educated to degree level or equivalent, may hold an MBA or business qualification.</li> <li>○ Appropriate professional qualifications, e.g., BCS CITP, ISEB</li> <li>○ Relevant product qualifications, e.g., MCSE</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>▪ The leadership ability to <ul style="list-style-type: none"> <li>○ engage staff</li> <li>○ define a vision for the branch</li> <li>○ ensure transformation</li> <li>○ deliver results</li> </ul> </li> <li>▪ The ability to manage relationships <ul style="list-style-type: none"> <li>○ sustain effective professional relationships in challenging situations</li> <li>○ to balance the needs of a diverse workforce; understands diversity issues as applied to people management and to working with stakeholders</li> <li>○ to ensure effective communication and influence at all levels and through a variety of channels</li> <li>○ to represent the Department at cross-government forums</li> <li>○ by being a team player</li> </ul> </li> <li>▪ The skill to manage people including <ul style="list-style-type: none"> <li>○ coaching and motivating staff to higher levels of performance in both the infrastructure and customer service teams</li> <li>○ identifying opportunities for staff development, such as loans, exchanges, shadowing etc</li> <li>○ planning resources for the future</li> <li>○ maximising the impact of resources through effective deployment</li> <li>○ regular communication through effective branch meetings</li> </ul> </li> <li>▪ The Information Technology capability to <ul style="list-style-type: none"> <li>○ Quickly assimilate a critical incident and provide fast technical options for resolution, particularly around connectivity issues and system crashes</li> <li>○ Drive forward the infrastructure refresh programme making recommendations about the adoption of new technologies</li> <li>○ Lead and have intelligent conversations with niche experts</li> <li>○ Understand the security implications of proposed changes</li> </ul> </li> <li>▪ Must demonstrate all the effective behaviours described in the Range D-E Competency Framework.</li> </ul>

Key Competencies (select up to 5 competencies to be used in the selection process)					
Thinking Strategically	<input type="checkbox"/>	Managing People	Y	Managing Resources	Y
Analysis & Use of Evidence	<input type="checkbox"/>	Open Communication	Y	Achieving Results	Y
Thinking and Developing Professionally	Y	Appreciating People	<input type="checkbox"/>	Delivering Together	<input type="checkbox"/>

### Application Details

To apply for this post, you should send:

- a covering letter, explaining how you meet the person specification for this post;
- your Curriculum Vitae;
- Application Form

to [Kristina.row@hm-treasury.x.gsi.gov.uk](mailto:Kristina.row@hm-treasury.x.gsi.gov.uk); and copied to [4741@hm-treasury.x.gsi.gov.uk](mailto:4741@hm-treasury.x.gsi.gov.uk), quoting the job reference number, by the closing date specified above.

### Diversity Statement

HM Treasury has a strong commitment to equality and diversity, as shown in the Ten-Point Diversity Delivery Plan. Our aim is to be a department which is open and accessible, recruiting and retaining diverse, talented and high-performing people who support and develop one another

HM Treasury guarantees to interview any disabled applicants, provided they meet the minimum criteria for the post, and inform the recruiting manager of their eligibility for a guaranteed interview in their covering letter.