



JOB DESCRIPTION

Title: Head of IT Operations
Reports to: Director of Information Technology

Main Purpose of the Job

The Head of IT Services and Operations is responsible for overseeing the IT services and operations department, ensuring alignment with the ITIL framework. This leadership role involves strategic planning, management, and continuous improvement of IT services to support the organisation's goals. The role requires strong leadership, excellent communication skills, and a deep understanding of IT service management.

Main Responsibilities

1. Strategic Leadership:

- Develop and implement IT service management strategies aligned with the Royal Ballet and Opera business requirements.
- Act as a senior stakeholder, providing strategic direction and leadership for the IT services and operations department.

2. ITIL Framework Implementation:

- Ensure ITIL best practices are integrated into all aspects of IT service management, drive the training programme for staff ensuring good knowledge of the framework is achieved.
- Oversee the design, implementation, and continuous improvement of ITIL processes across Operations via your direct reports.

3. Service Management:

- Manage the delivery of IT services, ensuring high levels of performance, availability, and customer satisfaction.

- Monitor and report on service performance metrics, identifying areas for improvement. Ensure your teams deliver to key SLA's, OLA's and KPI's and where necessary establish these to ensure optimal service performance.
- Ensure service operation manuals are completed by direct reports and their teams and signed off by stakeholders to ensure adequate knowledge sharing is available across the department.

4. Operational Excellence:

- Oversee the day-to-day operations of the IT services department, ensuring efficient and effective service delivery while keeping a strategic vision aligned to the ITSM service lifecycle.
- Work with the Head of Technology Delivery to implement and manage IT service continuity and disaster recovery plans.

5. Team Leadership:

- Lead, mentor, and develop a high-performing IT services and operations team, manage their training plans and skills training to ensure all aspects of the service are covered and any gaps are addressed.
- Foster a culture of continuous improvement and professional development, as well as a culture of service excellence, ensuring standards of uniform, punctuality and customer service are maintained.

6. Stakeholder Management:

- Collaborate with other departments and senior management to understand and meet their IT service needs across the business, ensuring regular service delivery reviews take place and risks and concerns are tracked and managed for the department.
- Communicate effectively with stakeholders, providing regular updates on IT service performance and initiatives for their departments, act as a point of escalation for the operations management team as required.
- Communicate with executive stakeholders around operational changes and act as a point of contact during Critical and Major Incidents.

7. Budget Management:

- Develop and manage the IT services and operations budget, ensuring cost-effective service delivery. Ensure your direct reports track and control both CAPEX and OPEX budgets and ensure close adherence to the quarterly budget forecasting.
- Identify and implement cost-saving initiatives without compromising service quality, ensure careful management of crown commercial services agreements such as the AWS one government value agreement. (OVGA)

8. Cyber Security Leadership:

- Oversee the Cyber Security team and work closely with the Cyber Security Lead to ensure the protection of the organisation's information assets and reduce operational threats to show critical systems found in the theatre industry.
- Develop and implement cyber security strategies, policies, and procedures as recommended by your team of cyber security engineers.
- Monitor and respond to security incidents, ensuring timely resolution and mitigation of risks. Ensure risk management is at the forefront of your operations teams and regular penetration testing takes place.

9. AWS Cloud Services Leadership:

- Oversee the AWS Cloud Services team, ensuring efficient and secure cloud operations occur in relation to our ticket sales events, work with your direct reports to monitor these events and ensure problems for external customers are resolved promptly working closely with the Head of Digital Product and Analytics and their teams.
- Work with the Head of Technology Delivery to develop and implement cloud strategies to support the organisation's goals.
- Ensure best practices in cloud architecture, security, and cost management take place.

10. PCI Compliance:

- Ensure that all front-of-house till systems and EPOS (Electronic Point of Sale) systems comply with PCI DSS (Payment Card Industry Data Security Standard) requirements. Work closely with the Technology Operations Centre team and the Cyber Security Team to complete and submit SAQ's as required.
- Implement and maintain policies and procedures to protect cardholder data presented by the customers of the Royal Ballet and Opera, working closely with key security partners to ensure regular ASV scans take place.
- Conduct regular audits and assessments to ensure ongoing compliance with PCI standards.
- Collaborate with relevant teams to address any compliance issues and implement necessary improvements managing stakeholder relationships.

PERSON SPECIFICATION

Essential Knowledge, Skills and Experience

- Proven experience managing a variety of teams including Operations Managers, DevOps engineers, Service Desk Analysts and Infrastructure Engineers.
- Bachelor's degree in information technology, Computer Science, or a related field (master's preferred) or equivalent experience and industry qualifications in running complex technical service teams.
- Extensive experience in IT service management, with a strong background in the ITIL framework.
- ITIL certification (e.g., ITIL Foundation, ITIL Practitioner) is highly desirable.
- Strong technical skills and experience in managing technology operations.
- Excellent analytical and problem-solving skills.
- Strong written and verbal communication skills.
- Ability to maintain positive relations with all user groups and stakeholders.
- Experience working successfully with cross-discipline teams.
- Ability to work collaboratively in a team environment.
- Commitment to delivering a high-quality service and high standard of work.
- Ability to work to and support a culture of continuous improvement.
- Commitment to managing own learning and continuous professional development relevant to the role.
- Knowledge and experience of delivery techniques including Agile and Waterfall.

Note: This Job Description reflects the current situation. It does not preclude change or development that might be required in the future.

