

# Infrastructure Team Lead Recruitment Pack

NLC 12 - £50,669 - £56,329

**WE'RE MOTIVATED**  
**ARE YOU?**  
**JOIN A TEAM**  
**THAT ACHIEVES GREAT THINGS**  
**WORKHERE**



## Our priorities are clear. We want to:

- Improve economic opportunities and outcomes
- Support all children and young people to realise their full potential
- Improve the health and wellbeing of our communities
- Enhance participation, capacity and empowerment across our communities
- Improve North Lanarkshire's resource base

We know that we can only achieve the outcomes to meet these priorities by working together and by being focused on solutions. North Lanarkshire Council is high-performing but we can do so much more.

We have bright and determined people working here, that believe in what we do. If that sounds like you, then read on.

In this pack you'll find more information about North Lanarkshire, the relevant job description and links to other useful documents.

To be successful you'll need to be innovative, determined and resilient. You'll be prepared to do what it takes to deliver our shared ambition to make North Lanarkshire the place to live, learn, work invest and visit.

**If you have all these qualities, we look forward to connecting with you.**

## BENEFITS

- Attractive pension and avc option
- 27 days annual leave and six fixed public holidays, rising to 36 days in line with service
- Flexible working
- Buy and bank leave scheme
- Cycle to work scheme
- Green Car Scheme
- Childcare voucher scheme
- Relocation policy

## ABOUT US

**77**

**Elected members**

**21**

**Wards**

**33**

**Scottish Labour Party  
councillors**

**24**

**Scottish National Party  
councillors**

**5**

**Scottish Conservative  
and Unionist councillors**

**13**

**Independent councillors**

**1**

**Scottish Greens  
councillor**

**1**

**British Unionist Party  
councillor**

## Workforce

(Full-time permanent)

**13,080**

# ABOUT NORTH LANARKSHIRE

**Located in the very hub of the country with exceptional transport connections, we attract talent and business that has revolutionised North Lanarkshire into one of Scotland's fastest-growing economies (pre-pandemic).**

We're Scotland's fourth largest council by population, covering around 181 square miles, stretching from Stepps to Harthill and from Cumbernauld to Wishaw. The council was formed in 1996 following local government reorganisation and includes the main towns of Airdrie, Bellshill, Coatbridge, Cumbernauld, Kilsyth, Motherwell, Shotts and Wishaw, interspersed with many villages and hamlets, including places like Moodiesburn and Stepps, along the Northern Corridor.

With a population of around 341,000 people, we have a wide range of age groups living in the area, as well as diverse communities with a range of religions and cultures. We're also brimming with ambition, have stacks of resolve and are moving at pace to effect real change in our communities and how we deliver services. The council is investing billions of pounds over the next ten years to help create jobs and generate close to £1bn for the local economy. Reducing inequalities is central to our vision for a brighter, better North Lanarkshire and we're investing in new schools and community facilities as well as doubling our affordable

housing programme to build 6,000 modern homes by 2035.

Around £240million Glasgow City Region City Deal funding is helping to improve the road and rail transport network, create locations to attract business and industry that are relevant to our future economy, and maximise our greenspace for residents and visitors to enjoy. Embracing our shared vision for North Lanarkshire is crucial, particularly as we face challenges to make savings as local government budgets are reduced.

Being big and bold means attracting large international events to our area. We hosted the Glasgow 2018 European Sports Championships, showcasing our world-class venue in Strathclyde Country Park to a television audience of more than a billion people for the rowing and triathlon competitions, a role we fulfilled at the 2014 Commonwealth Games.

**Creating modern, vibrant communities where people live, work and socialise is North Lanarkshire's shared ambition for the future.**

**£1104m** revenue budget 2025/26

**£660m** capital budget 2028/29

**£186m** housing revenue 2026/27

**£90m** housing capital 2024/25



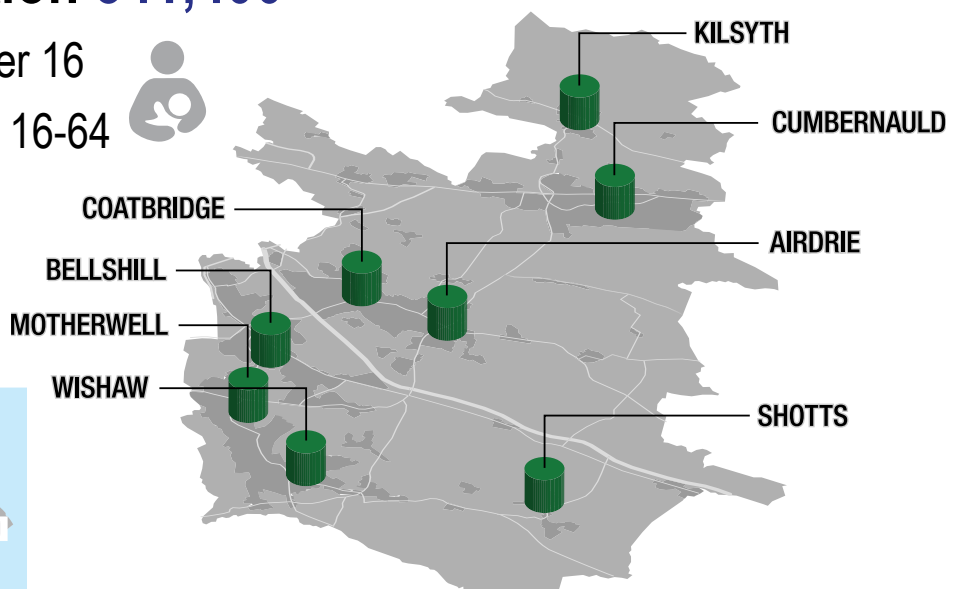
**Population 341,400**

**17.7%** under 16

**64.5%** age 16-64

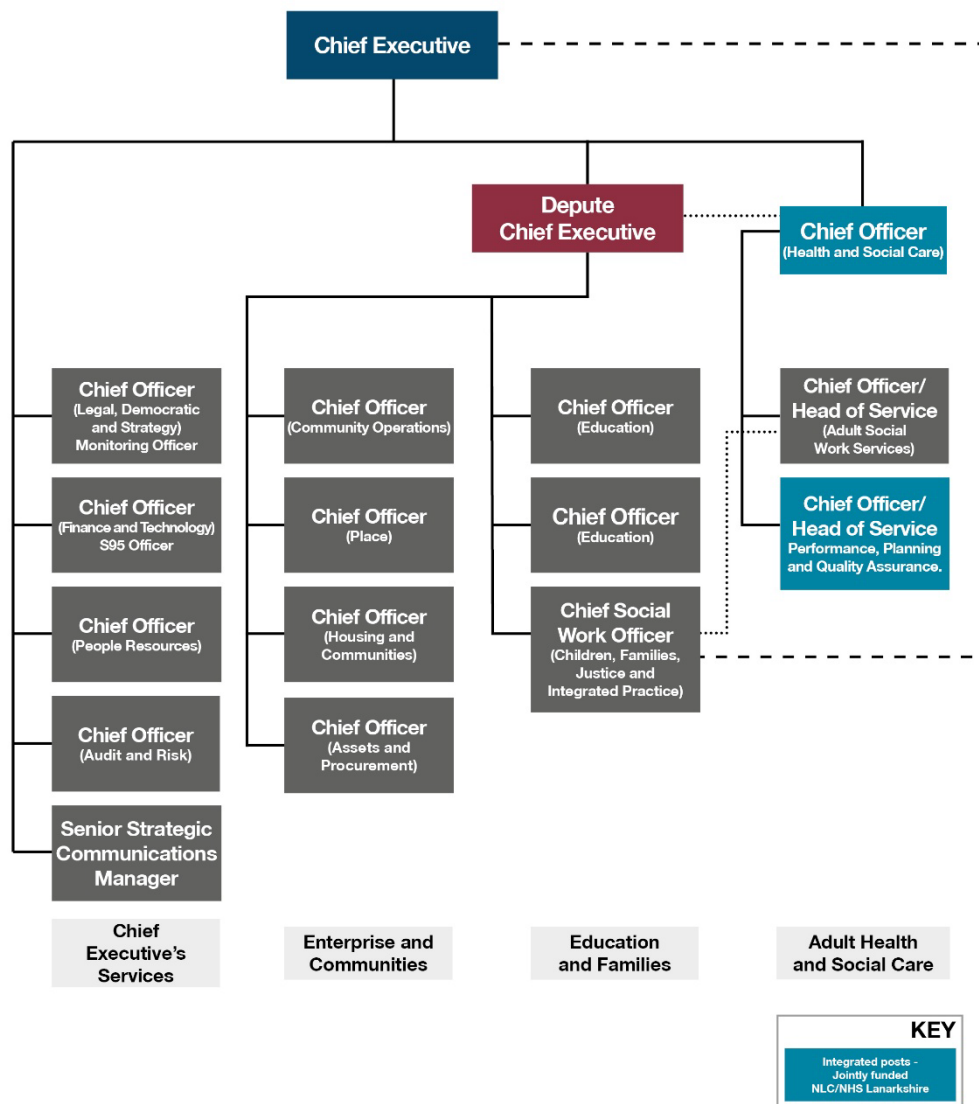


**3.2%** unemployment



# Organisational Structure

Organisational Structure (with effect from 1st April 2026)



# THE ROLE

## Infrastructure Team Lead

**Service:** Finance and Technology

**Division:** Chief Executives

**Job Title:** Infrastructure Team Lead

**Responsible to:** Digital Infrastructure Manager

**Grade:** NLC12

**Conditions of Service:** SJC

**Date of last Review:** A8378

### ROLE SUMMARY

The Infrastructure Team Lead for End User Compute (EUC) is responsible for delivering a modern, secure, and efficient digital workplace experience across North Lanarkshire Council. The postholder leads the EUC team in administering, developing, and supporting technologies that enable staff to work effectively across office, field, and hybrid environments.

Core services include device management, desktop operating systems, mobile device management (MDM), productivity tooling, application packaging, software deployment, and endpoint security. The role ensures that EUC services are resilient, aligned with Council strategies, and continuously improved to support operational excellence.

Working collaboratively with internal Services, suppliers, systems integrators, and cloud platform partners, the postholder will ensure that EUC platforms are modernised, standardised, and governed effectively. The role supports the Council's Programme of Work and contributes to delivering a secure, user-focused digital environment.

# MAIN DUTIES AND RESPONSIBILITIES

## General Duties:

1. Demonstrate commitment to positive relationships with other Services, and to delivering solutions which support the achievement of the council's agreed priorities.
2. Responsible for the application and implementation of personnel practices, and provision of guidance regarding Council policies.
3. Ensure efficient use of resources within agreed timescales, allocating work to and supervising Infrastructure Support officer and other aligned team members.
4. Promote the integration of Services and of joint working/liaison with key partner organisations, particularly the system integrator and cloud infrastructure providers.
5. Provide technical guidance and consultancy to all Council Services ensuring that recognised policy and procedures are followed.
6. Ensure compliance of staff with Health and Safety at Work legislation and safe systems of work.
7. Comply with the Employee Code of Conduct, demonstrating the ethical standards expected of officials in public service.
8. Keep up to date with new technological developments.

## Specific Tasks:

9. Lead the design, implementation, and support of EUC platforms including Windows OS, Microsoft Intune, software deployment, device security, and application delivery.
10. Oversee the strategic transition towards modern management, automation, and cloud-based endpoint services.
11. Collaborate with peer technology teams to ensure EUC services integrate effectively within the wider ICT estate.
12. Maintain awareness of evolving digital workplace technologies and embed improvements into the EUC roadmap.
13. Produce and maintain technical documentation in line with Council best practice.
14. Manage contract, licensing, and asset information relevant to EUC technologies and report on Key Performance Indicators.
15. Support procurement activity by preparing specifications and evaluating solutions in accordance with Council procurement policies.
16. Provide technical support to third-party suppliers and partners, ensuring compliance with Council policies.
17. Act as Technical Product Specialist for assigned EUC technologies, ensuring governance and alignment to standards.
18. Manage and coordinate resources to deliver the agreed EUC strategy and support operational requirements.
19. Participate in the Council's IT Service Desk escalation rota, providing 3rd line support for EUC services and technologies.
20. Provide project management for small to medium technology initiatives.
21. Undertake additional duties required by the Digital Infrastructure Manager or Chief Officer(Finance and Technology)

This job outline is intended to indicate the broad range of responsibilities and requirements of the post. It is neither exhaustive nor exclusive but, while some variation can be expected in particular duties, the outline is considered to provide a reasonable general description of the post.

| SPECIFICATION                                                                                                                                                 | ESSENTIAL | DESIRABLE | METHOD OF ASSESSMENT                           |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|-----------|------------------------------------------------|
| <b>QUALIFICATIONS/TRAINING</b>                                                                                                                                |           |           |                                                |
| SVQ4, HND or general degree in a relevant discipline                                                                                                          | <b>X</b>  |           | Verification of Qualification/Application Form |
| IT and project best practice, i.e.: Prince 2, ITIL, Management of Risk / Benefits Etc., Management and/or Leadership training/certification                   | <b>X</b>  |           | Verification of Qualification/Application Form |
| Cyber Security certifications (e.g., CISSP, CISM, CompTIA Security+)                                                                                          |           | <b>X</b>  | Verification of Qualifications                 |
| Microsoft, Cisco, or Palo Alto certifications related to network security                                                                                     |           | <b>X</b>  | Verification of Qualifications                 |
| <b>WORK EXPERIENCE</b>                                                                                                                                        |           |           |                                                |
| Significant experience in an ICT infrastructure development, support and integration role, gained in an ICT infrastructure development or support environment | <b>X</b>  |           | Application Form/Interview                     |
| Project management or supervisory experience. 3 <sup>rd</sup> party service management                                                                        | <b>X</b>  |           | Application Form/Interview                     |
| Procurement and tendering experience and or negotiating with third parties                                                                                    | <b>X</b>  |           | Application Form/Interview                     |
| Proven experience in End User Device Management                                                                                                               | <b>X</b>  |           | Application Form/Interview                     |
| Core enterprise infrastructure design and development                                                                                                         |           | <b>X</b>  | Application Form/Interview                     |
| Microsoft Intune, Configuration Manager, KBOX deployment, design and management                                                                               | <b>X</b>  |           | Application Form/Interview                     |

|                                                                                                                                      |          |          |                            |
|--------------------------------------------------------------------------------------------------------------------------------------|----------|----------|----------------------------|
| Development and delivery of working practice improvements and resource management                                                    |          | <b>X</b> | Application Form/Interview |
| Understanding of current and emerging security threats and associated security controls relating to IT Enterprise product portfolios |          | <b>X</b> | Application Form/Interview |
| Security principle & practices and methodology as pertaining to core infrastructure technologies                                     |          | <b>X</b> | Application Form/Interview |
| Development and delivery of working practice improvements and resource management                                                    |          | <b>X</b> | Application Form/Interview |
| <b>PERSONAL QUALITIES/ATTRIBUTES</b>                                                                                                 |          |          |                            |
| Strong leader and team builder                                                                                                       | <b>X</b> |          | Interview                  |
| Confident and self-motivated                                                                                                         | <b>X</b> |          | Interview                  |
| Flexibility of approach and capacity to successfully undertake new tasks and challenges                                              | <b>X</b> |          | Interview                  |
| <b>OTHER</b>                                                                                                                         |          |          |                            |
| Required to assist in responding to Corporate and Service emergencies                                                                | <b>X</b> |          | Application Form/Interview |
| Full UK driving licence                                                                                                              |          | <b>X</b> | Application Form/Interview |

## USEFUL LINKS

In the documents below, you will find more information about the council, its priorities and its policies. You can also visit the council website at <http://www.northlanarkshire.gov.uk> to find out more about what we do and the communities and partners we work with.

[We ASPIRE](#)

[- A Shared Ambition for North Lanarkshire](#)

[The Plan for North Lanarkshire](#)

## CONTACT DETAILS

For further information on the post, contact;

Tracey Hughes - [HughesTra@northlan.gov.uk](mailto:HughesTra@northlan.gov.uk)

