KINGDOM
Group

Job Description

Job Title:	**Senior Tech & Infrastructure Lead**
Job Grade:	**Grade 1**
Accountable to:	**Digital Director**

Summary of the role:

The Senior Tech and Infrastructure Team Leader will work as part of the Digital Team to provide exceptional customer service and experience.

You will manage a team of Tech and Infrastructure Support Officers to support, be responsible for the management and maintenance the core digital infrastructure for the Kingdom Group.

You will ensure the delivery of customer focused front-line support service, a safe and secure digital environment and be an expert consultant for project work affecting core digital systems.

You will be responsible for the management of multiple key third party suppliers, be a senior product owner for core infrastructure and lead on the configuration, implementation and management of digital systems, in line with digital and data strategies.

You will ensure that we are committed to delivering as One Kingdom to provide the highest standard of service to all our customers.



Responsibilities - Areas that play to your strengths

All the responsibilities we'll trust you with:

Customer Journey -

- Lead the Tech and Infrastructure Support Officers and Trainee to:
  - Provide a customer focused technical support service to employees of the Kingdom Group.
  - Identify opportunities and influence employees of the Kingdom Group to maximise their use of digital systems and identify dependencies across strategic projects.
  - Be responsible for the development of guidelines and procedures for users of digital technology to support safe and ethical use of technical infrastructure.
- Gather and act on customer feedback to improve customer experience.
- Lead continuous improvement of Digital systems.
- Maximise the performance and operation of the front-line support function.

Tech and Infrastructure

- Lead the team of multiple Tech and Infrastructure Support Officers to deliver an efficient, effective and customer focused service.
- Act as technical consultant for core systems enabling organisation transformation.
- Proactively and independently identify and manage the resolution with security vulnerabilities, and mitigate risk, including senior escalations where appropriate, escalating when risk exceeds agreed threshold.
- Ownership of incident management, business continuity and disaster recovery, from identification, through to resolution including all organisational communications.
- Oversee any system testing and defect management, providing technical signoff.
- Be responsible for ensuring organisation compliance and overseeing security testing and subsequent external and internal digital security audits.
- Lead on the configuration, implementation and management of digital systems.
- Lead on research to assess suitability of products, evaluate technical requirements and present options for review.
- Horizon scan for emerging technologies, identifying future use cases and how they can improve organisational performance.

Stakeholder Management

- Responsible for third party infrastructure suppliers, including our highly valuable Security Operations Centre with regular check-ins, performance reviews and strategic delivery sessions.
- Senior Product Owner, leading the strategic relationships with core system providers, influencing third party system improvements and integrations.
- Work closely with internal stakeholders to understand their needs and expectations.

Contract Management

- Oversee the contract management and streamlining of all external Digital contracts ensuring timely renewal and review.
- Ensure relevant digital security licences are up to date and renewed where required, leading to a secure technical infrastructure.
- Build and maintain a supplier risk assessment process (financial stability, data handling, business continuity of suppliers).
- Budget management and controls for core platforms of over £1,000,000 annual revenue budget.

Security

- Lead the overarching digital security strategic direction, maintaining excellent controls whilst remaining cost effective.
- Responsibility and secondary contact (after Digital Director) for the organisational Incident Response Plan and Digital Business Continuity Plan
- Engage with external security partners for pen tests, audits and certification assessments.
- Risk Management - data security failures could directly affect service delivery to vulnerable tenants and expose the organisation to regulatory and reputational risk

Other Duties

- Lead on the development of relevant policies, procedures and guidelines for the team.
- Mentor other members of the team to transfer knowledge and enhance skills
- People management, through the full end to end employment lifecyle.
- Lead and/or undertake projects as directed by the Digital Director.
- Deputising for the Digital Director on security and infrastructure assignments where required.
- Additional duties required in line with business need.

Your areas of knowledge & expertise that matter most for this role

- Degree level qualification or 5+ years equivalent experience in a relevant discipline
- ITIL, PRINCE2, CISSP or equivalent qualification
- Experience of leading a team
- Experience in network and database management
- Knowledge of risk management and business continuity
- Experience of configuring and implementing new digital systems
- Strong knowledge and understanding of digital security
- Project management skills
- Excellent problem analysis, troubleshooting and resolution skills
- The ability to build strong relationships with stakeholders
- Strong analytical skills
- Organised with strong attention to detail