

## Job Profile

**Job Title: Senior IT Service Manager (Schools)**

**Job Grade: Level 5, Zone 2**

### **About Camden**

'Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because we're not just home to the UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality so that nobody gets left behind. Here's where you can help decide a better future for us all.

A key part of our Digital and Data Services (DDS) division, our Technology Service provides secure, innovative, efficient and scalable technology solutions and the overall service delivery wrap that empowers our Staff and our Citizens. We are a team of collaborators and knowledge sharers working in an agile, fast-paced environment. Passionate about delivering high-quality IT services and solutions using the latest technology that deliver value for money

Our dedicated Schools IT Support Service (SitSS) provides a range of tailored IT services to schools, both within and outside of the Borough, Community Businesses and Camden services on a fully traded basis.

### **About the role**

As our Schools & Traded IT Manager, you will be directly responsible for designing, specifying and delivering an effective Traded IT Service providing IT Service and Support to Schools, external organisations (e.g. TRAs) and other Camden services. You'll work to build longstanding relationships with customers to understand their requirements and to build and deliver solutions that meet their needs and ensuring that SITSS remains their trusted IT Service Partner. You'll also be responsible for maintaining Camden's relationship with the London Grid for Learning (LGfL), ensuring that the solutions and services delivered at a pan-London level are relevant and meet the needs of SitSS customers.

As a fully traded service, you'll be responsible for making sure that services are accurately costed and that all costs are recovered from our customers.

As well as delivering and supporting a range of Infrastructure and Support services, you will plan, direct, and coordinate activities to manage and implement multiple projects from contract/proposal initiation through to the final operational stages, ensuring that all projects are managed to maximise business benefits. You'll be constantly looking to the future to see what technology and tools could be next to help transform the way IT enables delivery in schools, and ensuring that we remain commercially and competitively relevant.

Working as part of the wider Technology Leadership Team, you'll proactively bring new ideas and opportunities into DDS and the wider organisation, building suitable business cases for change to keep Camden at the cutting edge of technology use it's day to day work. You'll work with colleagues within DDS to identify opportunities to improve digital inclusion and ensuring that Schools receive the benefits of being part of the Camden family, taking advantage of economies of scale and helping to solve problems at a borough level.

Key responsibilities for this role include:

- Designing, specifying and delivering a holistic 'Traded' IT Service focusing on Camden Schools, Community Businesses and appropriate internal Camden services.
- Ensuring that there is a clear vision and technology/delivery roadmap in place for the service, including identifying any collaboration opportunities with the wider DDS services.
- Ensure that services are provided within agreed levels of service to meet business requirements defined in the signed Service Level Agreement (SLA).
- Build relationships with Customers that are based on trust and delivery, ensuring that customer and supplier contract management SLAs are met and performance is regularly reported. Encourage a culture of continuous improvement, ensuring that performance and services developed in line with best practice.
- Collaborate with the Information Security Manager to develop a Security Operations Centre capability that is capable of monitoring and alerting on a borough-wide basis. Work to deliver a culture of information security within the service and within customer organisations.
- Manage budgets for staffing, projects and relevant support contracts ensuring monthly forecasts are completed to ensure that the service is self-sufficient.
- Assist in the development and delivery of a centre of expertise for relevant technologies and for providing information and consultancy to clients, including supporting and assisting in the development of Business Continuity and Disaster Recovery plans.

- Work with other members of the Technology Leadership Team to ensure that Camden remains at the cutting edge of technology and that we identify opportunities to improve digital inclusion and take advantage of economies of scale.

## **About you**

Camden is on a journey to transform our digital experiences through the use of cloud technology. You will have extensive experience leading and managing change, building effective stakeholder alliances and focusing on outcomes and deliverables. All within a digital environment/context, as well as experience working with Microsoft 365, Azure, Google Workspace and AWS services and other productivity tools available on the market.

You will be an experienced problem solver who can work on your initiative, taking ownership of problems with others to identify creative and innovative solutions. You will also be adaptable and flexible in your approach to work and have excellent organisational skills to manage a complex and varied workload. You will act as a technology evangelist, supporting DDS and our customers to solve problems and to deliver innovative solutions by building relationships with customers and colleagues.

Our Managers work closely with colleagues in all positions, so communication and interpersonal skills are critical for this role. We expect baseline skills and knowledge across a wide range of IT technologies focusing, but not exclusively, on Microsoft technology, enabling you to advise staff on solutions and to contribute to our culture of innovation.

You will be naturally curious, not afraid to experiment with new ideas and emerging technologies. Embracing failure as part of the overall learning experience – while continuing to strive for incremental improvements for our users and organisation.

You will have relevant professional certifications and experience to demonstrate your capabilities and fit for the role.

Core skills include:

- Inclusive leadership skills that demonstrate authentic commitment to diversity, challenges the status quo, holds others accountable, and makes diversity and inclusion a personal priority
- A proven record of delivering innovation and change in large, complex organisations. Firm understanding of change methodologies, and experience of their practical application, and the application of learning and development programmes.

- Expert in understanding the products and services supplied to the organisation by external suppliers. Examples: Maintenance of IT infrastructure, maintenance of IT applications, internet connectivity services, system development, software products, security solutions
- Experience completing user research, evaluating customer service practice and acting on evidence to drive change.
- Strong stakeholder management skills: this role is fundamental to delivering Camden's digital transformation programme and will involve collaborating with internal/external stakeholders on complex, multi-stranded, sensitive information. You'll be proficient in understanding the business environment relating to the organisation and closely associated organisations, including suppliers, partners and other public sector organisations.
- Proficient in understanding the IT/ IS infrastructure, operating systems, configurations and the IT applications and service processes used within the organisation.
- Proficient with techniques for identifying, gathering and validating users' needs in the delivery of IT services.
- Proficient in understanding the purpose and composition of a service level agreement (SLA); the relationship between an SLA, an Operational Level Agreement (OLA) and an underpinning contract for the supply of services.
- Proficient in methods and techniques for managing contracts to ensure that suppliers adhere to agreed contract requirements.
- A high-level experience and understanding of cloud architecture and implementation of features, focusing on Microsoft 365 and Azure services, Google Workspace and GCP.
- You will naturally support, and learn from, the people around you, always looking to do things better. We have a strong culture, and we want you to be a part of it

Desirable skills include:

- Knowledge of ITIL based Service Management delivery
- Good working knowledge of privacy (DPA) and compliance law, including ISO27001:2022
- Experience in using agile collaboration tooling, such as Jira, Jira Service Manager and Confluence
- Experience working in a modern agile delivery environment (Scrum, Kanban etc)

### **Work Environment:**

This is a leadership role with an expectation that the post holder will spend part of the time working in our offices and part of the time at home on a flexible basis.

### **People Management Responsibilities:**

- Line management for the Schools IT Service (SitSS) Team
- The role holder will promote continuing professional development, including embedding an "invest in yourself" approach within the broader Technology Service and DDS.

### **Relationships:**

- This post reports to the Head of Technology and additionally works closely with the Information Security Manager, Infrastructure Manager, User Experience & Support Manager, Security Operations Manager and Technology Adoption Manager as part of the Technology Leadership Team
- The post holder must be capable of quickly building relationships at all levels within Camden, including executive, senior officer, officer and members.
- Building long-term relationships with customers that are based on trust
- Management of suppliers
- External, local government, LOTI, London Grid for Learning (LGfL), membership bodies and professional bodies

### **Over to you**

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

### **Is this role Politically Restricted?**

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

### **Diversity & Inclusion**

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and those of other non-white ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

**Agile working**

At Camden, we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK ([www.HireMeMyWay.org.uk](http://www.HireMeMyWay.org.uk)). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

**Asking for Adjustments**

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at [resourcing@camden.gov.uk](mailto:resourcing@camden.gov.uk) or post to 5 Pancras Square, London, N1C 4AG.