

Job Family	
Role Title:	IT Infrastructure & Technical Delivery Team Leader
Banding	3b
Summary:	Responsible for the planning and operation of the Society's IT infrastructure, including on-premises, cloud, networking, and core technical services. Ensuring high-quality service delivery through leadership, technical oversight, and effective collaboration with stakeholders and third-party partners.
Purpose:	To provide hands on leadership of the IT Infrastructure & Technical Delivery function, ensuring resilient, secure, and efficient technology services. The role oversees day-to-day technical operations while implementing technical change, execution of project tasks, and continuous service improvement.

What I Do:	How I Work:	What I Can Do:
- Support the day-to-day coordination of the infrastructure and technical delivery team, ensuring tasks are allocated and progress is monitored. - Perform maintenance and routine improvement of on-premises and cloud services, helping to ensure systems remain stable and well-managed. - Plan technical change activity by supporting project tasks and delivering clearly defined work packages. - Organise team workloads and ensure operational activities are completed effectively and in line with agreed processes. - Administer and support core Microsoft 365 services, ensuring platforms remain secure,	- Communicate effectively with internal customers, project teams, and senior leaders, ensuring transparency and clarity of technical activities. - Foster a culture of continuous improvement, proactive problem-solving, and knowledge sharing. - Plan and coordinate technical delivery activities using structured methodologies to balance operational and project demands. - Promote a collaborative, supportive working environment that encourages innovation and accountability. - Demonstrate adaptability and strong organisational skills in managing competing priorities within a fast-paced environment. - Form transparent working relationships with suppliers, maintaining regular communication, addressing issues	- Technical expertise in core infrastructure technologies (servers, networking, cloud, virtualisation, endpoint management, communications platforms, and Microsoft 365 services). - Strong team-management skills with the ability to mentor, coach, and develop team members is desirable. - Problem-solving, incident resolution, and technical troubleshooting skills. - Ability to understand and document technical architectures, dependencies, integrations, and infrastructure designs to support operational resilience and change delivery. - Technical knowledge of Microsoft 365 technologies, including SharePoint, Teams,

resilient, and aligned with business requirements. ▪ Keep technical documentation, asset records, and topology information up to date to support smooth handovers and BAU operations. ▪ Provide hands-on technical support for complex incidents, problems and technical escalations, working with internal teams and suppliers to restore service and identify root causes. ▪ Support and maintain business system integrations, APIs, and related technical services, working with third-party suppliers and internal stakeholders to ensure reliable and secure data exchange across the Society's technology estate. ▪ Understanding of API-based integrations, authentication methods, and basic troubleshooting techniques. ▪ Support business continuity and disaster recovery activities by maintaining documentation and assisting with scheduled testing. ▪ Contribute to audit and compliance activities by gathering evidence and supporting remediation tasks under direction from senior colleagues.	proactively, and ensuring collaboration supports successful technical outcomes. ▪ Evaluate and support the implementation of emerging technologies where they provide demonstrable operational or customer value.	Entra ID, Exchange Online, Intune and Purview. ▪ Effective project planning and execution capability, including experience coordinating technical workstreams. ▪ Excellent written and verbal communication tailored to technical and non-technical audiences. ▪ Ability to work under pressure while maintaining high standards of professionalism and service delivery. ▪ Apply vendor-management skills, including SLA oversight, performance evaluation, and the ability to challenge suppliers constructively to drive accountability and service excellence.
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| <ul style="list-style-type: none"> Assist with monitoring third-party suppliers, highlighting performance issues and ensuring service requests are progressed as expected. | | |
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General duties:

- Carry out all duties as detailed and in accordance with documented policies and procedures
- Maintain risk awareness within the role, ensuring relevant controls are implemented and are operating effectively, reporting of all risk events identified and escalating risk issues which have the potential to breach the Society's appetite for risk / control environment.
- Prepare and collate management information in accordance with laid down procedures and standards
- Contribute to the wider Society goals through active contribution and supporting colleagues
- Promote the interests of and ensure adherence to the policies of the Society.
- Carry out all duties taking into account the FCA's Conduct Risk requirements and principles of Treating Customers Fairly and the need to comply with relevant Conduct Rules.
- Carry out all duties in compliance with the FCA's Conduct Rules as applicable to the role (as detailed in the Code of Conduct Sourcebook (COCON)).
- Ensure that regulatory requirements in respect of Anti Money Laundering (AML) and Terrorist Financing are complied with, including:
- Carry out prescribed customer due diligence measures (CDD) for all customers (including appropriate enhanced due diligence (EDD) measures, where applicable) before establishing a business relationship and at appropriate times during the business relationship in accordance with documented procedures.
- Understand the law and personal obligations and responsibilities under it and the potential legal and regulatory penalties for any breach / non-compliance.
- Complete training as required in order to attain and maintain knowledge and continuing competence in AML systems, controls and procedures.
- Report knowledge or suspicion of any money laundering or terrorist financing activity promptly in accordance with procedures.
- Undertake other duties as may be required in the post and department detailed above or any other post in any department or branch of the Society.