Your Job Description

At Moat, you'll embrace our vision, our professional standards, and behaviours wholeheartedly and uphold our values, actively contributing to our culture that is open, effective, customer-driven and driven by curiosity.

Who we are

We're a Housing Association, offering hybrid working, competitive pay and a supportive environment.

Our vision is to lead as a customer pioneer, driven by outside-in thinking, and dedicated to delivering an exceptional customer experience. We value every colleague and every team and want to support you in being the best you can be.

How we work

Our values and the way we behave form the cornerstone of our journey to achieving our purpose of 'opening doors to better lives' for our customers and our vision to become Customer Pioneers. Our standards and behaviours support our values and they provide clear expectations about how we behave and work as Moat Housing Professionals. You can find these below and the full behaviour framework on our website or intranet.

Be the Change	Better Together	Own it	Lead by Example
Be flexible and adaptable to change, sharing ideas and focusing on solutions.	Set high standards, working together and welcoming every opportunity to learn and improve.	Take personal responsibility for making things happen and seeing things through.	We work hard for our customers and take pride in making a difference to their lives.
Our Standards	**Our Standards**	**Our Standards**	**Our Standards**
Be inclusive Be a leader	Be knowledgeable Be skilled	Show integrity Be ethical	Be an advocate
Our Behaviours	**Our Behaviours**	**Our Behaviours**	**Our Behaviours**
Be adaptable Be smart working	Be collaborative Be smart working	Be empowered Be accountable	Be supportive Be nurturing

We recognise the significance of equality, diversity, and inclusion (EDI) in achieving success, and we're fully committed to being genuinely inclusive in everything we do. As a Moat Housing Professional, we expect you to show strong commitment to our approach to EDI and to our health and safety, compliance, and code of conduct policies and practices.

Head of IT Services

Who's in my team?	
Team	Customer Experience
Line Manager	Director of Data & Technology
My direct reports	Infrastructure Manager Service Delivery Manager
Updated	December 2024

What's my role?

Responsible for leading the IT infrastructure, networking, security, and service desk teams in data & technology, ensuring environments (on premise & cloud) are available, performant, secure, and sized to support operational needs of business systems, applications, and data. This role is to provide strong leadership, guidance, service culture and development across the technology teams centred across infrastructure, network, security, and desktop services.

What am I accountable for?

- **Leadership:** Setting out and managing operational BAU and project activities, fostering a customer-centric culture, managing priorities and resource allocations to ensure the needs of the business are met.

- **Environments and data centres –** Lead on the management, capacity, availability, security, and recoverability of cloud and on-premise data centres, setting out forecasts for growth, and ensuring that data centre and compute resources are aligned to the needs Moat's systems and data needs.

- **Cyber Security –** Lead on cyber security, ensuring robust controls are in place and monitored, and that plans are in place and regularly reviewed to respond accordingly to any security events that pose risk to Moat's systems, services, and data.

- **Security:** Lead on firewalls, authentication and access controls for all environments and services (on premise, Azure, SaaS), ensuring services can only be accessed by authorised personnel and devices, preventing the loss and/or leakage of any Moat data.

- **ITIL Processes:** Define, embed, and monitor the effectiveness of key information technology infrastructure library (ITIL) processes around incident, change, problem, and service fulfilment management.

- **Networking & Connectivity:** Leading networking teams to ensure local (including Wi-Fi), office, VPNs, and data centre connectivity services meet the needs of the business from a performance, security, and functionality perspective.

- **Service Desk:** Lead the D&T service desk team to ensure that incidents, service requests, and change requests are dealt with effectively, keeping customers informed over the progress of issues or requests, and measuring the satisfaction of internal customers, implementing improvement plans where necessary.

- **Business Engagement:** Engagement with colleagues across the business to capture performance or functional issues, identifying opportunities for improvements and/or new business problems that may be addressed with technology solutions.

- **IT Architecture & Integration:** Working in collaboration with the Senior Architect and Head of Data & Business Systems to ensure that the infrastructure aspects of systems integrations and data storage support the needs of the business.

- **Governance and Reporting:** Play a key role in technology and project forums and steering groups as well as supporting the creation of Executive level reporting.

- **Resources –** Management of IT infrastructure and service desk resources around BAU operations and the allocation of resources to support IT, strategic projects, and ad-hoc changes.

- **Strategy:** Provide advice and guidance to the IT management team around technical infrastructure solutions that support or aid the delivery of the data & technology strategy and the corporate strategy.

- **Culture:** Embed a customer-centric and collaborative 'one-team' culture in infrastructure and service desk teams, ensuring customers are kept informed on issues and requests, and that internal teams in D&T work collaboratively to support wider organisational goals.

- **Risk:** Support an open and transparent risk management culture, and have responsibility for identifying, reviewing, and managing risks.

- Keeping accurate records and manage all data in accordance with our Data Governance Framework, relevant legislation, and best practice. You must also understand and fulfil your responsibilities as set out in this framework.

- To carry out any other duties consistent with the post that may be required from time to time, at the discretion of the line manager.

Carrying out my work in line with our:

- Professional standards, reflecting our values and behaviour framework
- Policies, procedures, and code of conduct
- Commitment to equality, diversity, and inclusion

- Health and safety responsibilities
- Confidential reporting (whistleblowing) polices

What do I need?

Entry Requirements:
- Strong understanding of IT architecture & integration technologies
- Strong understanding of systems operations, support, and development
- Strong understanding of ITIL: incident management, change management, capacity management, service transition, service operations.
- Experience of operating as part of a leadership team/senior level including working alongside boards and committees.
- Strong financial management with experience of forming and managing budgets and forecasts.
- Demonstrable experience and evidence of successfully working with multiple stakeholder groups and the ability to effectively develop, influence and manage key stakeholder, supplier and business partner relationships and expectations.
- Well organised, analytical, motivated to learn & excellent in problem solving.
- Excellent interpersonal and communication skills, with exceptional networking skills and the ability to liaise with people at all levels.
- Able to produce compelling reports on complex issues.

Proficient Requirements:
- Expertise in continuous improvement methodology
- Strong leadership skills; valued by colleagues for input with a demonstrable track record of effective and timely delivery.