

Job description

IT Operations Manager

Reporting to:	Head of IT Services and Infrastructure
Salary:	Competitive plus excellent benefits
Grade:	Level 17
Contract type:	Permanent
Hours per week:	37.5 hours per week. All staff are required to work in person for a minimum of two days per week, in line with our hybrid working policy. The post-holder is required to undertake some work outside normal working hours due to business need.

About the Health Foundation

Health is our most precious asset. Good health enables us to live happy, fulfilling lives, fuels our prosperity and helps build a stronger society. Yet good health remains out of reach for too many people in the UK, and health and care services are struggling to provide access to timely, high-quality care.

The Health Foundation is an independent charitable organisation with a mission to build a healthier UK. We work to achieve this by generating high quality research and analysis; developing practical solutions to the biggest problems in health and health services; engaging, convening and building coalitions to build understanding, inform debate and drive action; and developing the long-term capability needed to transform health and care.

[More about us](#)

The Information, Management and Technology team

This team plays a key role in delivering our overall mission and strategy. The team works alongside analysts, data scientists, researchers, innovators, and other specialists by providing the necessary tools that enable us to promote research, influence policy, develop innovative solutions and improve healthcare delivery. The team support and provide the systems and infrastructure while protecting the foundation's reputation for high quality, independent, insight and analysis.

The IT team is a vital department within an organisation that manages and supports the technology infrastructure of the organisation, including the secure environment for data science research. The team is responsible for ensuring that all technology systems, including hardware, software, and network infrastructure, are well-maintained, secure, and operating efficiently to support the organisation's mission and goals. The team's primary focus is to support the organisation's mission by providing the necessary technology and services to enable efficient and effective business operations.

About you

We expect everyone who works with us to be committed to our values and to share our commitment to becoming a more diverse and inclusive organisation. Our values are **impact, evidence, integrity, and collaboration** . We also expect everyone to share our commitment to becoming a more diverse and inclusive organisation and to help deliver our [EDI strategy](#).

The post holder

- Demonstrates a high level of professionalism, fostering trust by acting with integrity, discretion and accountability.
- Adapts effectively to change and works confidently at varying speeds
- Provides leadership, direction, and guidance to the team resulting in a motivated and skilled team that can meet business objectives and provide excellent customer service.
- Fosters a culture of collaboration and continuous improvement within the team. Creating an environment that encourages open communication, knowledge sharing, and continuous learning

Purpose of the role

The IT Operations Manager is responsible for ensuring the effective, reliable and secure operation of the Foundation's IT services and infrastructure. The role oversees the day-to-day management of service delivery, infrastructure, and cybersecurity functions, ensuring systems are robust, resilient and able to meet the evolving needs of the organisation. Working closely with colleagues across the Foundation, the postholder ensures that technology services enable productivity, support research and analysis, and safeguard the organisation's information assets. The role provides leadership to the Service Desk and

Infrastructure & Security teams, ensuring the consistent delivery of high-quality support and the continuous improvement of IT services, processes, and controls.

Key responsibilities

- Take all steps necessary to align the IT estate with current and future organisational needs by engaging stakeholders, translating business objectives into infrastructure/service requirements, and managing capacity, continuity and disaster recovery plans.
- Ensure delivery of a comprehensive, reliable and secure IT service across service desk, infrastructure, core applications and cybersecurity, including proactive maintenance, patching and resilience measures.
- To establish, maintain and develop effective line management of the Service Desk Lead and Infrastructure & Security Engineer, including recruitment, capability planning, performance management and ensuring appropriate out-of-hours and on-call coverage.
- To utilise, maintain, evaluate and contribute to the development of the Foundation's operational cyber assurance, coordinating security testing, driving remediation, and maintaining the operational cyber risk register with reporting to governance forums.
- Take all steps necessary to lead major incident management, coordinating technical response, ensuring timely stakeholder communication, conducting post-incident reviews and driving service improvement actions.
- Ensure delivery of robust business continuity and disaster recovery readiness by maintaining BC/DR plans, running exercises (including tabletop testing), assuring supplier BC/DR obligations, and evidencing readiness for internal/external audit.
- Ensure appropriate service management practices (SLAs, KPIs, incident/problem/change processes) are in place to support consistent, high-quality service delivery and operational control.
- To establish, maintain and develop effective relationships with internal stakeholders and external suppliers/MSPs to ensure value for money, performance, compliance and continuous improvement.
- Ensure successful planning and delivery of IT projects aligned to strategic objectives, maintaining disciplined change management practices and managing risk and dependencies.

Wider contribution

As with all employees within the Foundation, as a postholder you will be expected to contribute to corporate activities and initiatives, such as staff meetings, cross-Foundation leadership and development programmes and other corporate projects as necessary. You will also be expected to play a role in supporting the development of your team to enable continuous improvement and effectiveness.

As we do not provide visa sponsorship, candidates need to have the right to work in the UK at the time of appointment.

Person specification

Criteria	How we will assess this	Essential or Desirable
Demonstrable experience leading IT operations across service desk, infrastructure and cybersecurity, with measurable service improvement	CV, Supporting statement, Interview	Essential
Proven track record of managing Microsoft 365 and Azure environments, including identity, collaboration, device management, data protection and cloud governance	CV, Interview	Essential
Evidence of effective supplier and contract management, including MSP governance, performance oversight, renewals, value assurance and risk/issue escalation	CV, Interview	Essential
Demonstrable experience developing and implementing IT policies and procedures, including backup and recovery, disaster recovery, cybersecurity controls, capacity planning and change management	CV, Interview	Essential
Experience overseeing incident, problem and change management processes, with evidence of embedding SLAs/KPIs and driving continual service improvement	CV, Supporting statement, Interview	Essential
Demonstrable experience managing risk within an IT context, including developing IT risk registers, assessing vulnerabilities, and implementing mitigation strategies	CV, Supporting statement, Interview	Essential
Experience implementing and maintaining backup, recovery and continuity schedules, aligned to organisational risk appetite	CV, Supporting statement, Interview	Essential
Demonstrated passion for working in the health sector and making a positive impact in society.	CV, Supporting statement, Interview, Assessment	Desirable

Strong leadership and management skills, with a commitment to creating a positive work environment.	CV, Supporting statement, Interview	Essential
Excellent stakeholder engagement skills, with the ability to explain technical issues in accessible terms and build productive cross-organisational relationships.	CV, Supporting statement, Interview	Essential
Ability to manage multiple priorities in a fast-paced environment, demonstrating strong organisational skills and delivering high-quality outcomes under pressure	CV, Interview	Essential
IT technical certifications that are relevant to our environment, e.g. M365, Azure, Cisco networking, cybersecurity	CV	Desirable
Impact – Demonstrable ability to focus on outcomes, drive improvements in service quality, and take ownership to deliver positive results	Interview	Essential
Evidence – Uses data, metrics and feedback to inform decisions, prioritise work and evaluate service performance	Interview	Essential
Integrity – Demonstrates professionalism, discretion and accountability, acting as a trusted role model for high-quality, secure and ethical practice	Interview	Essential
Collaboration – Builds positive, effective working relationships; communicates openly; and contributes to a supportive, inclusive and learning-focused culture	Interview	Essential
Commitment to Equity, diversity and Inclusion (EDI) – Demonstrates an active commitment to inclusive working practices and ensuring IT services are accessible and equitable for all users	CV, Supporting statement, Interview	Essential

The above is not an exhaustive list of duties. You may be expected to perform different tasks as necessary, based on your changing role within the organisation and overall business objectives.