

Technology Operations & Security Manager

Job Description and Person Specification

Job Title: Technology Operations & Security Manager

Salary: £40,500 (Band C, Step 11)

Contract Type: Permanent, full-time (35 hours per week) although flexible working requests will be considered.

Working location: Home based. The post holder should expect to come into the London based office a maximum of three days per quarter. Expenses will be paid in line with our Travel and Expenses policy.

Reporting to: Head of Technology & Transformation

BACKGROUND

The latest research shows that 2.7 million children and young people in the UK are at risk of hunger. When children are too hungry to learn, they struggle to concentrate, absorb information, or keep up with their peers.

Magic Breakfast provides a nutritious, filling breakfast to over 300,000 children and young people every school day. We partner with schools in disadvantaged areas, helping staff support those most in need without stigma or barriers.

We are ambitious to grow our impact and remove hunger as a barrier to learning for all children and young people in the UK.

JOB PURPOSE



The Technology Operations & Security Manager is responsible for overseeing the organisation's technology operating environment, ensuring systems, services, and suppliers are effectively governed, secure, and aligned with organisational needs. The role provides operational leadership for technology services delivered through third-party providers, overseeing vendor relationships, contracts, and service performance to ensure suppliers are accountable for delivering reliable and secure technology services. The postholder also leads the organisation's approach to cyber security governance, ensuring appropriate policies, monitoring, compliance, and risk management processes are in place.

As the organisation outsources day-to-day IT infrastructure and support, this role focuses on governance, oversight, and service management rather than hands-on technical delivery whilst retaining accountability. The postholder acts as the primary internal authority on technology operations, with ownership of the organisation's day-to-day technology ecosystem and responsibility for ensuring systems, services, and suppliers are effectively governed, secure, and aligned with organisational needs.

KEY RESPONSIBILITIES:**Technology operations and service management**

- Oversee the organisation's technology operating environment, ensuring reliable and effective delivery of services through outsourced providers.
- Manage relationships with external IT service providers, ensuring performance against agreed service levels and contractual obligations.
- Act as the primary point of contact for technology service delivery, coordinating with suppliers to resolve incidents and maintain service continuity.
- Monitor service performance, availability and user experience across core systems and platforms.
- Partner with People & Culture to monitor organisational technology capability and coordinate actions that improve digital skills, system adoption and effective use of technology services
- Support continuous improvement of Microsoft implementation optimisation, technology operations, service management processes and operational resilience.

Technology partnerships and contract management

- Own and manage relationships with key technology suppliers and strategic partners.
- Lead the management of technology contracts, including renewals, procurement processes and vendor negotiations.
- Monitor supplier performance against service agreements and address service issues or risks.

Technology budget and asset oversight

- Monitor and manage budgets associated with third-party technology services, licensing, and hardware procurement, ensuring cost effectiveness and value for money.
- Maintain oversight of technology assets, devices, and licences, ensuring appropriate lifecycle management.

Cyber security, compliance and monitoring

- Lead the organisation's approach to cyber security governance, ensuring appropriate policies, controls, and processes are in place to protect systems and data.
- Ensure compliance with relevant cyber security standards, regulatory requirements, and internal technology policies.
- Work with external providers to monitor security controls, manage vulnerabilities, and respond to security incidents.

Technology governance and risk management

- Develop and maintain technology risk register, policies, standards, and operational procedures to support effective governance and risk management.
- Act as an escalation point for significant technology service, supplier, or security issues.

General:

- Undertake other duties and responsibilities that are reasonably required and consistent with the purpose, level and scope of the role
- Contribute to team meetings, sharing best practice and supporting team members where necessary
- Help to maintain a positive working environment, keeping the vision of Magic Breakfast at the heart of everything we do
- Uphold a culture that encourages curiosity, continuous improvement, optimism, and a steadfast commitment to social impact
- Work collaboratively across the organisation more widely to build good working relations across the organisation and provide ad-hoc support to other teams and members of staff
- Adhere to all Magic Breakfast policies and procedures
- Ensure that all activity is compliant with current legislation, GDPR and child safeguarding requirements
- Undertake any other duties commensurate with the role
- Participate in occasional work-related events at external venues and perform support related activities as required be willing to undertake occasional work outside of regular office hours and UK travel.

PERSON SPECIFICATION:**Skills and abilities**

- Strong supplier and stakeholder management skills, with the ability to build effective working relationships with internal teams and external partners.
- Ability to oversee service delivery and hold external providers accountable for performance and contractual commitments.
- Ability to assess technology risks and security considerations and ensure appropriate controls are in place.
- Strong organisational and contract management skills, with the ability to manage multiple suppliers and priorities effectively.
- Ability to communicate technology issues clearly to non-technical stakeholders and support informed decision-making.
- Problem-solving and incident coordination skills, with the ability to manage issues and escalate appropriately when required.
- Ability to support good governance through clear documentation, policies, and operational processes.

Knowledge and experience

- Experience managing or overseeing third-party technology suppliers, managed service providers, or outsourced IT services.
- Experience managing technology contracts, licensing agreements, or vendor procurement processes.

- Experience supporting or implementing cyber security practices, policies, or compliance frameworks.
- Experience monitoring service delivery and supplier performance against service level agreements (SLAs).
- Experience contributing to technology governance, risk management, or operational policy development.
- Experience working with organisational technology platforms and enterprise software environments.
- Experience supporting or coordinating responses to technology incidents, security issues, or service disruptions.

Other

- Passion for Magic Breakfast's mission of ensuring that no child is too hungry to learn.
- Shared commitment to our values and active contributor to our enabled and empowered culture.