

Role Profile

Role:	IT & Information Manager
Directorate:	Business Capabilities
Salary:	£65,000 per annum
Contract:	Two Year Fixed-term / Secondment (Public Sector Bodies Only)
Purpose:	Manage the development, implementation and maintenance of effective and efficient IT and Information capability for TfN. Own and maintain a strategic plan for IT and Information to meet TfN’s business needs, and manage all aspects of delivering a high quality service delivery and management regime. Manage third party IT.
Reports to:	HR & Mobilisation Director

	Key Role Outputs(KROs) <i>these set out what must be achieved for the post holder to be successful in the role</i>	Key Actions <i>These set out how the KROs will be achieved – the activities required.</i>
1.	Overall strategy for all required IT and Information services and drive the direction, vision, standards and strategic service management objectives for all such activities	<ul style="list-style-type: none"> • Manage the continual development and delivery of TfN’s IT Strategy and underlying IT Policies & Procedures ensuring timely and value for money delivery of all required services. • Work with the Senior Management Team and colleagues across TfN to ensure an effective governance framework is in place for all IT and Information related activities. • Work with internal and external partners to set service standards ensuring delivery exceeds those standards at all times. • Provide robust and joined-up business cases for all IT investments required to support the delivery of TfN’s strategic priorities. Support the Senior Management Team to understand all aspects of the business case and its relevance to the organisation. • Ensure TfN’s continual compliance with relevant legislation including the Data Protection, Freedom of Information and Computer Misuse Acts.
2.	Information & Data Management	<ul style="list-style-type: none"> • Work in partnership with business leads, in particular the Head of Data, Analysis & Appraisal, to develop Data Strategy and underlying Data Governance & Information Management Frameworks; acting as TfN’s Business Information Manager and ensuring the organisation maximising the business benefits from its use of data. • Lead the development of integrated IT & Information standards, policies and procedures to minimise all related risks to TfN, and regularly monitor compliance against them. • Plan and implement an approach to storage, user access, integration and cyber security covering all hardware and software across TfN.

		<ul style="list-style-type: none"> • Control access to critical information, IT equipment and locations are aligned. • Ensure records are maintained accurately and processes (including data retention and use of correct Metadata) are consistently followed.
3.	Effective management of IT services (hardware, software, telephony and user support) third parties and suppliers	<ul style="list-style-type: none"> • Ensure the effective management of all third party (hardware, software and telephony) services contracts and suppliers to continually meet TfN's business requirements. • Identify and recommend device and software options in order for users to perform their daily duties in an efficient manner. • Manage all service escalations relating to poor supplier performance and ensure all service affecting outages are resolved promptly and to contractual service levels. • Chair Supplier Service Review Meetings and develop effective and efficient SLA reporting processes and procedures for all third party and supplier contracts and services. • Develop internal service reporting mechanisms to support incident management, problem management and service improvement.
4.	IT Project Management	<ul style="list-style-type: none"> • Develop and lead the timely delivery of an IT Programme Plan aligned to TfN's key strategic priorities and associated IT and Information risks. • Provide TfN with IT project management expertise, supporting and taking account for all IT related projects, procurements and service changes. • Ensure that all key service transition deliverables that are integral to effective live operational service running are in place prior to accepting new services being transitioned from project teams to live operational service. • Ensure Responsibility Matrices, Incident and Escalation processes and HEAT categorisation coding is in place ahead of handover/transition of services to operational service running.
5.	System Administration	<ul style="list-style-type: none"> • Manage and oversee all IT (hardware & software) upgrades, testing and implementation processes. • Ensure all system instructions and guidance documents are maintained.
6.	Quality Management & Business Continuity	<ul style="list-style-type: none"> • Undertake regular Audits of all elements of IT and Information Services providing TfN's Risk Manager with assurance in relation to all associated areas of risk identified. • Develop and lead internal service reporting mechanisms to support incident management, problem management and service improvement. • Coordinate service tasks with internal and external technical resources as required (e.g. scheduling major incident and post implementation reviews, ensuring agreed corrective service actions are completed on-time).

		<ul style="list-style-type: none"> • Develop, implement and monitor key performance measures to ensure that IT and Information service delivery is continuously improved and meets service user requirements at all times. • Lead all IT & Information Services related business continuity planning, processes and procedures to support continual service provision and minimise all associated risks and potential service downtimes.
7.	Delivery of Learning and Development & User Support	<ul style="list-style-type: none"> • Provide on-going technical advice and guidance to all employees to ensure they maximise their use of IT and Information Services and minimise the risks involved (e.g. awareness and mitigation of security risks) • Serve as subject matter expert and provide mentoring and coaching to users as appropriate. • Work alongside TfN's Skills & Development Manager to establish an effective IT Learning & Development Plan, supporting tools and guidance to ensure employees maximise their use of IT and Information Services.
Compulsory Outputs (COs) <i>these set out what must be achieved for the post holder to be successful in the role</i>		Key Actions <i>These set out how the COs will be achieved – the activities required.</i>
C1	Ensure you comply with all applicable organisational legislation and policy:	<ul style="list-style-type: none"> • Comply with Data Protection, Freedom of Information, Computer Misuse Acts and other legislation as appropriate • TfN Safety Management System • Dignity at Work policy • Information assurance and security in line with Cabinet Office requirements • Risk management • TfN policies and procedures • Equality and diversity legislation • TfN Vision & Values • Act in accordance with TfN's behaviours and competencies
C2	Any other reasonable duties as required from time to time	

Key Interdependencies

Key Contacts	<ul style="list-style-type: none"> ▪ All TfN IT Users ▪ TfN Senior Management Team ▪ Departmental Managers ▪ Project/Programme Managers ▪ Stakeholders ▪ External consultants, Contractors and Suppliers including TfGM's & WYCA's IT Teams
Direct reports	<p>No direct reports, but, responsible for the management of third party service providers and various suppliers.</p>
Budgetary responsibility	<p>Up to £200k per annum</p>
Location	<p>Flexible across the North of England, but with a requirement to regularly work from our offices in Manchester and Leeds</p>

Person Specification

IT & Information Manager (Knowledge, skills and experience required at selection stage)

E Essential Experience:	
E1	Significant proven experience of managing IT & Information Services within a similar environment
E2	Significant proven experience of managing third party IT service providers & suppliers and managing complex service delivery issues to a successful conclusion
E3	Experience of business change implementation at an operational level
E4	Experience of managing IT Projects within a similar environment
E5	Experience of implementing, managing and developing a service management function
E6	Ability to communicate technically complex service issues and underpinning service data to the business and to suppliers in a straightforward way
E7	Experience of developing and implementing corporate IT & Information policy and procedures
E8	Significant experience of managing SLA based third party contracts and associated service level escalations and managing any Service Credit failure payments with suppliers
EQ Essential Qualifications – Technical, Vocational or educational:	
EQ1	Educated to degree level in a relevant subject
EQ2	Membership of a relevant Professional Body and evidence of continued professional development
EA Essential Attributes:	
EA1	Methodical and accurate and consistent attention to detail
EA2	Ability to manage and prioritise tasks and time efficiently
EA3	Demonstrate initiative and a proactive approach to daily tasks
EA4	Personal behaviour that is in line with the TfN statement of values and behaviours
EA5	Self-driven to produce solutions both strategically and tactically
EA6	Pride in consistently delivering work to required standards and deadlines
EA7	Ability to monitor compliance and to give constructive feedback
EA8	A customer focused approach - an understanding of, and appropriate response to, the expectations of the TfN and external customers the role holder must work with.
EA9	Ability to Influence others and gain their commitment and enthusiasm
EA10	Methodical approach to developing and implementing processes, procedures and practices
EA11	Ability to actively seek, identify and implement opportunities for continuous improvement
EA12	Ability to develop processes from principles without close guidance