**PHES IT Operations Manager**

**Job Description**

**We are…**

Professional HE Services (PHES) is an umbrella company for membership organisations in the UK Higher Education sector. PHES is the corporate “parent” to eight Special Interest Organisations (SIOs), and between them, these organisations support UK university staff who work in the areas of estates, facilities management, legal, internal audit, commercial and campus services, finance, procurement, strategic planning, media services and HR. We currently employ 46 staff across the UK.

**We are looking for…**

An **IT Operations Manager** to join our team as we have recently increased the number of associations we work with and the number of staff we employ. As the Company continues to grow, our associations are increasingly dependent on IT and digital systems—making this new role essential to our future success.

This full-time role will lead and oversee all aspects of our IT and digital infrastructure, with strategic guidance from the Managing Director. This role will ensure the smooth operation, security, and strategic development of our core IT services, data systems, and websites, and play a key role in the organisation’s digital future.

The post-holder reports to the PHES Managing Director and will manage the ICT Manager and ICT Support Officer. This role will be UK home-based and include some UK travel and occasional overnight stays to attend team meetings.

**You will need to…**

1. **Manage day-to-day IT operations**, ensuring **high availability and performance** of systems, networks, and services

You will need to…

* Use your significant experience managing IT operations, service delivery, or infrastructure in medium to large organisations.
* Ensure systems and services remain secure, available, and high performing.
* Have a strong technical understanding of enterprise infrastructure, networking, and cloud technologies.
* Lead the delivery of support services, ensuring timely resolution of issues and continuous improvement of service quality, and provide 2nd line support as required.
* Oversee the maintenance and development of internal and external websites, data platforms, and digital tools.
* Manage relationships with external IT providers, software vendors, and service contracts, in conjunction with the ICT Manager.
* Use your expert knowledge of cyber security and compliance requirements to ensure systems and data are secure, compliant with relevant regulations, and aligned with best practices.

1. **Supervise and supporting IT staff**, fostering a collaborative and **high-performing team** culture

You will need to…

* Use your proven leadership and line management skills and have experience developing high-performing teams.
* Have experience managing service desk platforms and IT support operations.
* Have strong communication skills and be able to explain technical matters clearly to non-technical audiences.
* Use those communication skills to develop training resources and guidance for all staff and system users, to help cultivate a workforce skilled in digital technologies.

1. **Lead and support IT-related projects**, including system developments, data analysis, and use of emerging technology.

You will need to…

* Work closely with the Managing Director to contribute to the development of IT strategy, aligning technology initiatives with organisational goals.
* Leverage high-quality, well-governed data to support our associations in optimising member services.
* Use automation and emerging technologies such as AI to streamline processes and enable our associations to be more efficient.

1. Be a **highly motivated ‘self-starter’** who thrives in a small team environment

You will need to…

* Have a friendly, open, and supportive manner towards other team members.
* Display excellent organisational skills and juggle multiple work streams with competing priorities to meet deadlines.
* Produce work to a professional standard and with attention to details.
* Have a flexible approach to team working – sometimes working outside normal office hours, for example when organising or attending events.
* Commit to observing the organisation’s Equal Opportunities Policy at all times.
* Have a willingness to undertake further training.

**You must have experience in…**

* Writing SQL queries to extract data for analysis
* Managing databases
* Power BI
* Administration of Microsoft 365
* HTML
* Entra

**You might also have…**

* A degree in Computer Science, Information Technology, or related field.
* Relevant certifications (e.g. ITIL, Microsoft, CompTIA).
* Experience managing devices using Intune.
* Experience using Sophos cloud products.
* Experience of working in the HE sector.

**We will offer…**

* A full-time role, working from home in the UK.
* A competitive salary at **Grade 7 £36,636 to £46,059** dependent on qualifications and experience.
* A defined contribution pension scheme with **7.5% employee and 16% employer** contribution rates, together with life insurance.
* **30 days’ holiday** plus bank holidays and discretionary days’ office closure.
* Support for CPD and appropriate training.
* This Job Description sets out current duties of the post that may vary from time to time without changing the general character of the post or the level of responsibility entailed.