

Job Description

Senior Manager – IT Infrastructure

Reference: DDT067

Date: November 2025

Job Family: Data, Digital & Technology/IT Operations and Support
Level: 4
Band: 12
Career Track: Senior Managerial

Job Purpose

To provide strategic leadership and operational oversight for Northumberland County Council's IT infrastructure, ensuring its alignment with business objectives, security, and compliance. This role will develop and implement a long-term infrastructure strategy, manage resources effectively, mitigate risks, and drive innovation within the IT team. The post holder will act as a strategic leader, guiding the team and ensuring the smooth and efficient running of the infrastructure.

Service Purpose

The Digital service enables the design and delivery of modern, user-centered services that are accessible, efficient, and responsive to the needs of residents, businesses, staff, and visitors. It supports the Council's strategic priorities by improving service quality, enabling transformation, and fostering innovation through technology. The service works in the open, collaborates across sectors, and champions digital inclusion, wellbeing, and growth. Our stakeholders include council services, elected members, partners, and the communities we serve.

Duties and Responsibilities

Infrastructure Strategy and Planning

- Develop and execute a long-term IT infrastructure strategy aligned with the council's overall strategic plan and business objectives, including:
 - Data and communication networks
 - Cloud and data centre services
 - End user computing
 - Resilience, business continuity and disaster recovery
- Develop and implement a technology roadmap to improve infrastructure efficiency, scalability and security, ensuring alignment with industry best practice and emerging technologies.
- Forecast future infrastructure needs based on business growth and technological advancements, ensuring sufficient capacity and resilience to meet demand.

Financial and Investment Management

- Manage and allocate the IT infrastructure budget effectively, ensuring value for money and justifying expenditure to senior management.

- Approve major infrastructure changes and projects, ensuring alignment with agreed strategy, priorities and budget.

Risk, Security and Compliance

- Identify, assess and mitigate infrastructure risks to ensure business continuity and organisational resilience.
- Ensure compliance with relevant regulations, legislation and standards (e.g. GDPR), maintaining adherence to security and operational best practice.

Service Performance and Operational Management

- Oversee the day-to-day operations of the infrastructure teams, ensuring service levels are met and incidents and problems are resolved efficiently and proactively.
- Monitor key infrastructure performance indicators (KPIs) and report performance, risks and improvement opportunities to senior stakeholders through clear and concise reporting.

Continuous Improvement and Innovation

- Continuously identify and deliver opportunities to improve infrastructure processes, efficiency and security.
- Explore, evaluate and implement new technologies and automation to enhance service delivery and operational effectiveness.

Vendor and Stakeholder Management

- Oversee relationships with key technology suppliers and partners, including contract negotiation and performance management.
- Build and maintain effective relationships with internal departments to ensure infrastructure strategies are aligned with wider organisational objectives.

Leadership and People Management

- Oversee the development and performance of direct reports, setting objectives, providing feedback and identifying opportunities for learning, development and succession.
- Foster a collaborative, high-performing culture aligned to strategic and operational priorities.

Out-of-Hours and On-Call Support

- Participate in out-of-hours support arrangements, as part of a rota or on an ad-hoc basis, to ensure continuity of critical services.

Person Specification**Professional and Technical Requirements**Qualifications

- Level 6 or above qualification in data, digital or IT or equivalent senior professional experience

Knowledge and Experience

- Extensive experience in IT infrastructure management.
- Proven track record of developing and implementing successful IT infrastructure strategies.

- Deep understanding of IT infrastructure technologies, including hardware, networking, cloud computing, and security.
- Experience working with vendors and negotiating contracts.
- Experience in risk management and mitigation within an IT context.
- Experience with compliance regulations.

Core Competency Requirements

- **Communication:** Shapes messaging to support service delivery and stakeholder engagement. Influences decisions and builds shared understanding in complex environments.
- **Collaboration:** Develops strategic partnerships with public, private, voluntary, and community sectors to deliver council priorities.
- **Service Delivery:** Oversees service delivery aligned to council priorities. Leads transformation, manages risk, and applies strategic thinking to maximise outcomes and ensure cost effectiveness.
- **Decision-Making:** Applies strategic judgement to optimise resources and deliver meaningful outcomes.
- **Digital & Data Literacy:** Uses data for strategic planning and innovation. Applies digital solutions to improve services and manage risk. Interprets complex datasets to inform service design and policy.
- **Adaptability:** Anticipates future trends and prepares services for change. Embeds continuous improvement practices and supports teams to adapt and innovate.
- **Problem-Solving:** Solves complex service delivery challenges using evidence and insight to redesign ways of working and drive innovation.
- **Community & Customer Focus:** Aligns services with community priorities and customer expectations, ensuring representation and accessibility.
- **Leadership:** Coaches and delegates to drive performance and service delivery. Leads programmes and actively plans for succession and talent development.

Strengths

- **Strategic:** You look at the big picture. You consider the wider factors and long-term implications of decisions.
- **Adaptable:** You can adapt to variations in work or environment. Your effectiveness is not affected by change. You are flexible and versatile. You act as an advocate for change.
- **Problem Solver:** You take a positive approach to tackling problems. You find ways to identify suitable solutions.
- **Influencer:** You influence others, you articulate the rationale to gain their agreement.
- **Team Leader:** You are confident to lead a team. You effectively manage team dynamics toward a shared goal. You consider everyone's individual needs and create a genuine team spirit.

Desirable

- Experience in a related senior role within a large organisation, ideally local government.
- Experience with data analysis and reporting using relevant software (e.g., Power BI, Tableau).
- Relevant postgraduate qualification.

