

JOB TITLE – IT Operations Manager

REPORTS TO – Group Head of IT

LOCATION – LOUGHBOROUGH

DEPARTMENT– IT

SCOPE OF JOB

Oversee the operation, maintenance, and continual improvement of Sanderson Design Group’s IT infrastructure and services, ensuring they are reliable, efficient, and secure. The role encompasses managing daily IT operations, coordinating technical teams and vendors, and driving service excellence across systems and platforms.

Key aspects include:

- Operational Management: Ensuring all IT systems and services operate effectively to meet business needs.
- Security and Risk Management: Protecting company data and systems by maintaining strong cybersecurity practices, monitoring risks, and ensuring compliance with relevant standards and policies.
- Service Continuity: Managing business continuity and disaster recovery processes to minimise downtime and data loss.
- Innovation and Improvement: Identifying opportunities to optimise performance and adopt technologies that improve efficiency and resilience.
- Leadership and Collaboration: Guiding IT staff, fostering cross-functional communication, and partnering with business stakeholders to align technology with organisational goals.

PURPOSE

To manage the day-to-day operation of the Group’s IT infrastructure and services, ensuring systems are reliable, secure, and compliant with policies and standards. The role focuses on maintaining service availability, implementing effective security controls, and supporting the business through efficient and resilient IT operations.

RESPONSIBILITIES

- Oversee the IT Operations department to ensure the functionality, availability, and security of SDG IT systems, data, backups, and communications; troubleshoot and remediate issues that arise
- Manage the Information Security team and external vendors to implement and operationalise security controls
- Develop and manage annual IT budgets and procure IT equipment and professional services in accordance with SDG Procurement and Contracting Policy
- Manage IT vendors, contracts and service level agreements and perform vendor risk assessments
- Participate in internal and external audits; oversee and coordinate responses to audit requests
- Identify and manage operational risks
- Manage infrastructure related projects

- Coordinate internal and external resources, timetables, budgets, and reporting to project stakeholders
- Develop department policies, processes and procedures documentation and provide internal training to the department and impacted end users
- Ensure compliance with department and organisational policies
- Certify business continuity and disaster recovery efforts of SDG IT Systems
- Manage department team members, including performance and training assessments. Assist in the development of IT staffing plan and professional growth
- Align IT infrastructure with current and future business requirements and strategic goals
- Evaluate and assess strategic solutions that leverage new and emerging technologies that drive process automation and improve organisational effectiveness and efficiencies
- Manage IT department services and prepare management reports of department activities, tasks, and operational metrics

MEASURES OF SUCCESS

- Penetration testing remediations following annual audits
- Regulatory and group policy compliance in security and operations
- Certified Business Continuity and Disaster Recovery Policies
- Maintained / Improved SLAs of service across the organisation
- Maintain professional and technical knowledge through continued education, online/in-person training and attendance of educational workshops, reviewing professional publications, networking, and participation in professional industry groups
- Ability to handle changing priorities, deal with ambiguity and use good judgment in stressful situations
- Ability to lead by example and demonstrate integrity
- Outstanding interpersonal and leadership skills

CONNECTING WITH OTHERS

- Will be expected to engage with all areas of the business where required
- Hold regular stakeholder meetings for pertinent projects
- Communicate with the wider business about upcoming projects / changes
- Approach change management with a people centric approach, bringing SDG group employees on the journey of change

QUALIFICATIONS

- Bachelor's degree from an accredited college or university with a major in Information Technology, Computer Science, or a related field
- Information Technology Infrastructure Library (ITIL) Certification (Desirable)

EXPERIENCE & SKILLS

- Microsoft 365 Platform, including Azure, Exchange, SharePoint, OneDrive, and Office
- Strong technical knowledge of network and server operating system
- Experience with support of Windows Operating Systems, SQL Server, and Active Directory

	• Proven experience in IT infrastructure planning, development, and operations • PowerShell scripting (Desirable) • VMware, Azure, and AWS Server Virtualization • Enterprise Backup, Replication and Business Continuity and Disaster recovery mitigation and response • Strong understanding of project management principles and practices (PRINCE2 / AGILE) • Strong understanding of Helpdesk and Customer Relations Support systems • Data Security and Cyber Security basics
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BEHAVIOURS

- Strong Leadership
- Results orientated
- Customer-Centric
- Collaborative
- Self-Starting
- Attention to Detail
- Innovative
- Approachable

FOR LINE MANAGER ROLES ONLY

TOTAL EMPLOYEES/AGENT –	DIRECT REPORTS –
COST RESPONSIBILITY –	REVENUE RESPONSIBILITY –
INFLUENCE –	

I agree within reason to undertake other duties over and above those listed in the job description.