

Role: IT Operations Manager
Team/Location: IT - Plymouth/Hybrid
Reporting to: Chief Technology Officer
Job Level: 2

Purpose...

Responsible for overseeing Hemsley's technology infrastructure, ensuring the reliability, security and efficiency of all IT systems and services.

This role leads the smooth running and planning of technology solutions that align with business objectives, executing the group technology strategy and infrastructure rollouts as directed by the CTO, and manages the IT team to deliver high-quality technical support.

You will also implement and administer IT policies and ensure compliance with relevant standards and regulations to ensure seamless operations.

You will be...

A proactive technology leader who thrives on complex challenges and possesses strong decision-making skills and the ability to challenge where required.

Confident leading a small IT team, with strong people management and development capabilities.

Able to expertly balance people and systems, balancing hands-on technical expertise with broad and holistic thinking.

Keen to foster collaboration across teams, ensuring IT solutions are aligned with business needs and acting as an enabler for Hemsley.

Future focussed, ensuring you always focus on continuous improvement and operational excellence.

The role is...

Team Leadership & Management

- Supervising and mentoring the IT team
- Conducting performance reviews, providing professional development guidance, and managing team workflows
- Providing coaching opportunities for IT team members
- Fostering a collaborative team environment and ensuring knowledge sharing across the department

IT Operations & Service Delivery

- Service Management: Managing the IT Helpdesk ticketing system and ensuring SLA targets are met
- Onboarding/Offboarding: Owning the technical provisioning and de-provisioning of staff
- Asset & License Management: Tracking hardware lifecycle and managing SaaS licenses (e.g., Microsoft 365)
- Local Procurement: Managing relationships with local hardware suppliers and ISPs
- Overseeing the maintenance and optimisation of cloud infrastructure

- Ensuring system availability, performance, and security across all IT environments
- Implementing and reviewing IT policies, procedures, and best practices

Planning & Project Management

- Leading technology projects from conception to completion, ensuring on-time delivery against agreed goals
- Evaluating emerging technologies and making recommendations for adoption
- Working within the IT Budget, tracking business expenditure and ROI

Security & Compliance

- Maintaining cybersecurity protocols and disaster recovery plans
- Ensuring compliance with industry regulations and data protection requirements
- Supporting security assessments and vulnerability testing
- Managing backup systems and business continuity planning

Stakeholder Communication

- Serving as primary point of contact for escalated technical issues
- Collaborating with department heads to unlock the value of IT systems
- Communicating complex technical concepts to non-technical stakeholders

You will have...

- A strong knowledge of network infrastructure, cloud platforms, and enterprise software systems including: Microsoft Azure, Azure Files, Microsoft Entra, Conditional Access, Microsoft Office 365, Exchange Online, SharePoint, Teams including Teams Phone
- Laptop hardware support experience with Windows & Mac
- Experience providing support on iOS/Android mobile devices
- Experience with cybersecurity frameworks and best practices
- A proven track record of managing an IT helpdesk
- Strong communication and interpersonal abilities
- Familiarity with ITIL framework and IT Service Management (ITSM) best practices
- Experience with MDM solutions (e.g., Microsoft Intune) for zero-touch deployment and device management

Success in the role is...

- Consistently meeting or exceeding IT Helpdesk SLA targets
- Maintaining high end-user satisfaction
- Adherence to HF values and behaviours