Job Title	Operations Leader, Infrastructure
Job Level	4A
Location	SBP
Business Unit	Central Services
Function	GTS
Leader	Chief Technology Officer
People Leadership	Yes

Role Purpose

Directly accountable for leading the infrastructure operations function providing ownership of the planning, delivery, engineering and operation of the company's global IT infrastructure operations platform whilst identifying opportunities for improvement and change to ensure a consistent and stable service is delivered across the organisation.

Accountabilities

- Facilitate, plan and enable the move to cloud technologies by introducing, implementing, operating best practice and evolving ways of working to take advantage of the improved technologies.

- Lead and grow the capabilities of the team by proactively sharing knowledge with the team members ensuring documenting procedures and solutions are carried out. Support and drive the team to build, operate and assure best in class reliability, capacity and security across existing technologies.

- Act as a single point of contract for infrastructure operations providing technical expertise and support to peers, business units and 3rd parties within agreed service levels and escalating to other teams as appropriate.

- Drive our infrastructure team\function to deliver the activities, technologies and resources that facilitate and underpin our technology capabilities.

- Proactively identify business technology gaps and look to exploit opportunities through the adoption of new practices and information technologies.

- Partner with the internal Information Security function to ensure corporate IT services and infrastructure align to security standards and respond to new threats as appropriate.

- Manage third party IT service providers ensuring that agreed service levels are met providing escalation to commercial teams as appropriate.

- Manage partners and driving initiatives to review and recommend initiatives to improve service and secure savings.

- Collaborate with and influence technology peers to own the overall solution design and implementation of our roadmap and vision.

- Collaborate with IT peers to Design & Build a 24/7 Operations function, integrated with the IT Service Desk, which appropriately supports our business outcomes.

- Suggest/contribute to ways of improving existing tasks and processes using current technology to support a culture of continuous improvement.

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