

# Job Description



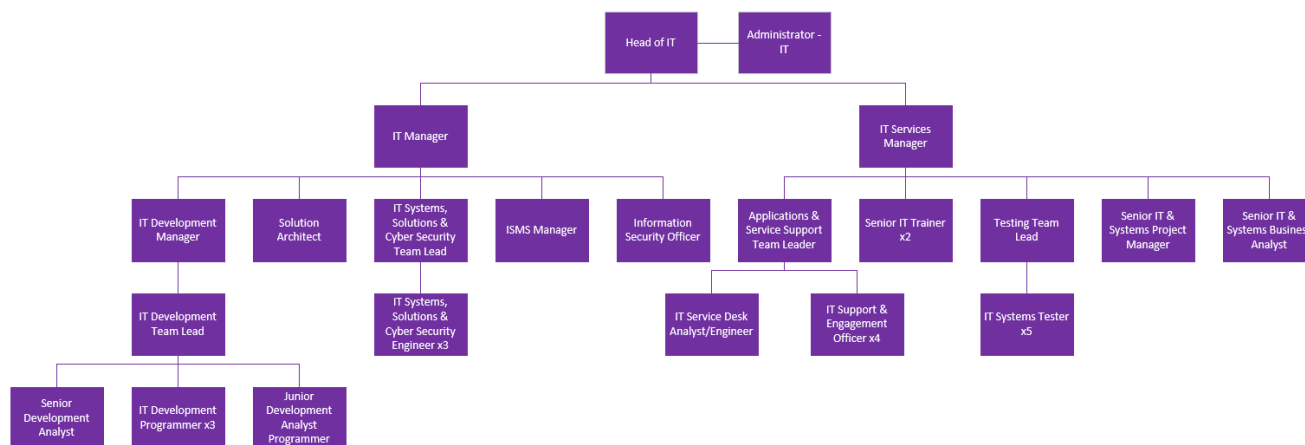
Job Title:	Head of IT
Reports to:	Executive Director
Grade:	SLT1c
Date:	September 2025

## 1. Job Purpose

The Head of IT will lead the strategic direction, development, and delivery of all technology services across the organisation. This role is pivotal in driving digital transformation, ensuring robust IT infrastructure, and aligning technology initiatives with public service goals. The postholder will champion innovation, resilience, security, and accessibility in technology to enhance business performance. The Head of Technology will be a key voice in executive decision-making, guiding the organisation through a period of digital transformation.

This role will develop and implement a forward-looking IT strategy aligned with organisational priorities and public sector mandates. This involves directing and managing all IT operations to meet both internal and external customer requirements.

## 2. Organisational Structure



## 3. Dimensions

The post holder has responsibility for all members of staff within IT Department with a headcount of circa 35.

The Head of IT will be responsible for managing the department budget of c. £4m

Responsible for delivery of projects with an investment budget of between £2-3m over the next 3 years.

This role will be responsible for ensuring that IT is well managed and supports the delivery of all IT projects on time and in budget, collaborating and co-ordinating with the wider project portfolio. Providing challenge to the organisation at all levels to ensure there is always a clear strategy with appropriate resources made available to deliver this plan and benefits realised.

The Head of IT will be responsible for a clear strategy on system health incorporating a plan of continuous improvements for future proofing business critical systems. Advising the Board to enable very clear direction to the IT team on where they need to develop detailed delivery plans and commit resources.

#### 4. Principle Accountabilities

With Board input, develop and implement a forward-looking IT strategy aligned with organisational priorities and public sector mandates.

To lead, co-ordinate and provide effective management of the full suite of IT teams to ensure the delivery of high-quality services to meet the organisation's targets for service delivery, cost, efficiency, innovation, and overall growth and profitability

Support digital transformation programmes that improve service delivery, efficiency, and user experience.

Ensure the delivery of secure, reliable, and scalable IT infrastructure and services.

Lead the compliance with data protection, cybersecurity, and accessibility standards from an IT perspective.

To manage key relationships with partners across the public sector and with key suppliers ensuring that YPO is renowned for Technology and IT excellence. This may involve direct management of these relationships and delegation of the management of these relationships to members of the team

To develop the organisation's Technology and IT capability to ensure long-term efficiency and the required capacity to meet business demands. This needs to be a strong balance of day to day operational systems and services, mid-term improvements and efficiencies and longer term objectives and strategies to move the business forward.

Responsible for devising and delivering the overall IT Strategy to the business gaining input from the Board and all areas of the business to understand what the business requires, to include the technology and infrastructure roadmap with a particular focus on the Digitalisation and AI agenda.

Ensure there are robust processes and procedures in place that ensure consistent secure, high quality services are delivered to the business

Lead the Technology/IT team to ensure they are delivering the vision and strategy

Manage the team to ensure they have a clear plan of delivery, maintaining day to day operation services alongside clear project plans to provide system improvements and enhancements

Ensure all work undertaken by the IT team is delivered to time, cost and quality, and in accordance with agreed plans

Lead the design and delivery of organisational development/change initiatives within the business and acting as a change champion, this includes communication plans and progress reports for key stakeholders up to and include Management Committee, Board and SLT

To provide leadership, vision and management to the IT function within YPO, ensuring the IT infrastructure and systems exist that will enable the company to grow, develop and achieve its objectives

To develop and implement an IT Strategy that meets the needs of the business, its employees, customers, and suppliers whilst remaining flexible to handle change

As a member of SLT, the postholder will be a major contributor to the implementation and monitoring of organisational strategic policy and decision-making

Manage and monitor the budget for the IT Department and ensure that financial resources are deployed and managed effectively and efficiently

As a senior manager, ensure that effective systems are in place to manage, develop, monitor, evaluate and review performance within the Technology and IT Department ensuring that processes and systems integrate effectively with other functions as needed

Manage and appraise IT staff through the setting and monitoring of performance targets and standards, to ensure they effectively deliver the key objectives of the business, encouraging personal development, providing support, and taking action as necessary

To provide professional and technical advice relating to Technology and IT issues

Ensure that Technology and IT Department is compliant with good corporate governance and meets both UK and EU legislative requirements

Through personal example and open commitment and clear action, promote equality of opportunity in both employment and service delivery

Develop strong working relationships with colleagues across the organisation and with key suppliers.

Ensure that YPO's strategies, objectives and policies are properly communicated to all in the IT Department and across the organisation generally

Maintain effective relationships with key partners, service providers, stakeholders and customers as day-to-day business needs require

To work co-operatively with colleagues to ensure that the function operates consistently and effectively in the implementation and application of all departmental procedures and policies

To keep up to date with information, training, and development opportunities appropriate to maintaining and developing professional service standards

Ensuring that services are delivered in line with relevant legislation, YPO objectives and policies including those relating to Equality & Diversity, Customer Care and Health and Safety

Undertaking such other duties as may be required from time to time, that reasonably fall within the scope and grade of the post.

## 5. Planning and Organising

The role will play a key part in the strategic planning for the business over a 3 to 5 year horizon and will lead the strategic planning for IT.

The role holder must have the ability to plan and structure work to achieve service objectives, setting realistic timescales when planning, anticipating problems and developing contingency plans. This will include annual business planning and input into a rolling 3 year workforce plan.

The role holder must be able to monitor and manage the performance of services, systems, and individuals against standards and outcomes.

The role holder must take personal responsibility for achieving results and take immediate action to address under performance.

## 6. Decision Making

The Head of IT will have full responsibility for delivery within the agreed business plan objectives.

Any decisions impacting upon the strategic plan would be escalated to the Operations Director and the Board with recommendations made accordingly

## 7. Internal and External Relationships

All Staff across YPO

Directors and senior officers within YPO of lead authority and member authorities.

Government departments, public bodies, suppliers, customers.

Extensive external relationships with suppliers and trade bodies, including outsourced partners providing Hardware/Network Engineering & Support, ERP/Finance Software development and support, eCommerce development and support.

## 8. Knowledge, Skills and Experience

Area	Essential	Desirable	Assessment
<b>Qualifications</b>			
Relevant Degree in a related subject or substantial equivalent demonstrable experience in a similar environment	X		Application/Interview
Evidence of post-graduate and/or continuing professional development in relevant area	X		Application/Interview
Process improvement training and/or project management e.g. MSP (Managing Successful Programmes) Practitioner		X	Application
<b>Knowledge</b>			
Knowledge of the principles of understanding strategy and strategic thinking	X		Application/Interview

Knowledge of best practice programme management techniques	X		Application/Interview
Knowledge of IT strategy formulation and implementation using timebound, clear project plans within large complex businesses	X		Interview
Knowledge of Infrastructure (Hardware, networks, phone systems, access control), software systems and data/Management Information Reporting so you can lead from a point of knowledge	X		Application/Interview
Knowledge of data capture and reporting mechanism	X		Application/Interview
A strong understanding of business processes and needs along with programme management and running a successful Technology/IT team within a commercial organisation	X		Application/Interview
A strong understanding and knowledge of cyber security, security frameworks and best practice including Cyber Essentials and ISO 27001.	X		Application/Interview
<b>Skills</b>			
Drive to achieve results	X		Application/Interview
Ability to understand and analyse technical and programme issues	X		Interview
An ability to visualize and build a strategy with a proven track record to deliver this through a structured team	X		Interview
Ability to secure the benefits of projects and programmes	X		Interview
Working collaboratively	X		Application/Interview
Strong demonstrable influencing skills with senior stakeholder groups	X		Interview

Understanding strategy and strategic thinking with the ability to then turn these into deliverable, time bound plans	X		Application/Interview
Strong understanding of Data capture and reporting mechanisms to drive the MI function and support KPI reporting.	X		Application/Interview
Experience of moving a business to more digital sales channels		X	Interview
<b>Experience</b>			
Track record of leading the IT & Technology function within a commercial organisation, including leading strategic IT development projects and introducing AI	X		Interview
Experience of visualising and forming a strategic plan for the business – taking input from key business stakeholders of what the business requires	X		Interview
Experience of managing Programme and Project risk	X		Application/Interview
Experience of managing multiple, competing priorities simultaneously in a fast moving logistics environment	X		Interview
Experience and proven ability in Stakeholder Management	X		Application/Interview

## 9. Special Features

Out of hours work may be necessary at this level within the organisation.

**Jobholder Signature:**

**Manager Signature:**

**Date:**