

# JOB DESCRIPTION



|                                     |                                                                                                                                                                         |
|-------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| JOB TITLE                           | Head of IT Operations                                                                                                                                                   |
| HUB                                 | Technology                                                                                                                                                              |
| LOCATION                            | Pear Tree Street (London) and Brasted (Kent), with regular travel between the two and to service delivery sites nationwide. Hybrid, minimum 2 days a week in an office. |
| SALARY BAND                         | £59,000-£63,000                                                                                                                                                         |
| CRIMINAL RECORDS CHECK (DBS LEVEL): | Standard                                                                                                                                                                |

## WHAT WE ARE LOOKING FOR

Catch22 runs more than 130 public services across England and Wales. All of them depend on technology that works whether it's a laptop built to the specific demands of a role, a network which copes with demand surges, responsive service desk or AI ready infrastructure. This role owns the key operations.

You will lead our IT operational estate, service desk and end user support, infrastructure and networks, our Microsoft 365 tenancy, full device and license management. You will own the relationship with our managed service provider (MSP), with an embedded and capable service desk team of four works alongside you. You set the standard they work to.

As part of the Technology team you will have multiple experts working alongside you, security policy sits with our Head of Information Security with whom you will be joined approver for changes under the change control process. They will set security operations which you and the team deliver. Data analytics and data engineering sit within the Technology team and work closely with you across the estate.

We have launched a new strategy, [Mission 2030](#) with technology being a key enabler. You will work with the analysts and engineers in the Technology team, and with subject matter experts and leaders across Catch22, to deliver Mission 2030.

**In your first year you will build towards three things:**

- A support service the organisation rates highly, with our team and the MSP working to one standard.
- An AI ready, with identity, permissions and devices in a state that makes new tooling deployable at pace.
- Documented operating procedures that mean high standards maintained throughout. For example, standard site builds meaning opening, moving or closing a service is smooth.

This may be your first Head of role. We are interested in people who are ready for the scope, whether or not they have held the title before.

# JOB DESCRIPTION

(Continued)

## WHAT YOU WILL DO

### Key duties

- Own the day-to-day performance of IT operations across our service delivery sites, covering service desk, devices, end user support, infrastructure, networks and the Microsoft 365 tenancy.
- Establish and maintain IT service management processes including problem management, IT incident management, capacity management, and availability management."
- Design and deliver an IT strategy and roadmap that aligns with the technology function, growth objectives and Mission 2030
- Own technology supplier relationships including contract renewals, service reviews, and delivery performance ensuring compliance against contractual requirements
- Build and maintain standard operating procedures across the estate. For example, service mobilisations can be delivered to predictable time and standard.
- Be the senior escalation point for IT issues affecting service delivery.

### Operational responsibilities

- Manage the IT operations budget, covering hardware, software licensing, network services and the managed service contract.
- Contribute to bid submissions advising Business Development and service colleagues on the best fit technology for the portfolio. Own IT service mobilisations and closures. Own the device, asset and licence register, and rationalise spend against it.
- Deliver security operations against policy set by the Head of Information Security, including patching, endpoint hardening, access management and MFA.
- Act as the IT Business Continuity Manager contributing to the impact assessment, business continuity planning, and testing of arrangements.
- Procure IT equipment and services in line with Catch22 procurement policy and value for money requirements.

### People responsibilities

- Line manage a Third Line Engineer and relationship with MSP including Service Desk Team, including shared objectives, technical development and performance.
- Manage the MSP as an extension of the team, with shared standards and joint accountability for what users experience.
- Work with service directors and site managers to understand operational demand and plan for it.
- Work with the other Technology leads, with the analysts and engineers in the Technology team, and with subject matter experts and leaders across Catch22, to deliver Mission 2030.

### Individual responsibilities

- Uphold Catch22 values and behaviours in how you lead and how you work with colleagues.
- Meet safeguarding, equality and diversity, and health and safety obligations.
- Handle confidential and personal data in line with data protection law and Catch22 policy.
- Keep your own knowledge current and commit to your continued development.
- Adapt to evolving operational needs by taking on related responsibilities as reasonably required.

WE WILL NEED YOU TO HAVE THIS

| SKILLS & QUALIFICATIONS                                                                                           | WHY WE NEED YOU TO HAVE THIS                                                                                                                                                                 |
|-------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Setting a service standard and holding a supplier to it                                                           | Most of our support reaches people through our MSP. The quality our colleagues experience depends on the standard you set and how rigorously you hold it.                                    |
| Explaining technical decisions in plain language                                                                  | You will advise the Director of Technology, budget holders and service managers. They need cost and consequence in terms they can act on.                                                    |
| Prioritising under unpredictable demand                                                                           | Sites open, move and close sometimes at short notice. You will decide what waits and defend that decision.                                                                                   |
| Leading and developing a small technical team                                                                     | You will line manage a Third Line Engineer and oversee the Service Desk Team Leader, with a capable service desk team behind them. You are responsible for their continued high performance. |
| EXPERIENCE & KNOWLEDGE                                                                                            | WHY WE NEED YOU TO HAVE THIS                                                                                                                                                                 |
| Owning IT operations across a multi site organisation                                                             | Our estate spans service delivery sites across England and Wales. The logistics of a distributed estate are the core of this job.                                                            |
| Managing an outsourced IT service contract, including SLAs, escalation and commercial review                      | Our MSP is the primary delivery route for first through third line support. You need to have run that relationship before.                                                                   |
| Running Microsoft 365 and Azure in production, including identity, endpoint management and tenancy administration | This is our stack. You will be accountable for how it is configured and how well it performs.                                                                                                |
| Managing device, asset and licence lifecycle at scale                                                             | Accurate assets and rationalised licence spend are two of the clearest opportunities in your first year.                                                                                     |
| Working within a security framework set by another function                                                       | Information Security sets policy and you deliver operations against it. You need to be comfortable with that split.                                                                          |

WE WOULD LOVE IT IF YOU COULD  
HAVE THIS

| SKILLS                                                                                        | WHY WE WOULD LOVE YOU TO HAVE THIS                                                                                             |
|-----------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------|
| Service management to ITIL practice                                                           | It would give us a shared vocabulary for incident, problem and change as we mature the service.                                |
| Automation and scripting, for example PowerShell, Intune policy or Power Automate             | It would help you take repetitive work away from the team and the MSP, and speed up site builds.                               |
| Deploying Microsoft Copilot or comparable AI tooling                                          | We are preparing the estate for AI, and direct experience of the identity and permissions work involved would accelerate that. |
| Commercial negotiation with technology suppliers                                              | It would strengthen how we renew contracts and licences, and how much value we get from them.                                  |
| EXPERIENCE                                                                                    | WHY WE WOULD LOVE YOU TO HAVE THIS                                                                                             |
| Working in the charity, public or social sector                                               | You would arrive understanding funding constraints, commissioner expectations and why value for money matters so much here.    |
| Supporting frontline services or sites with high churn                                        | Our sites open and close frequently, often at short notice, and that shapes how the whole service runs.                        |
| Delivering technology in an accredited environment such as ISO 27001 or Cyber Essentials Plus | Several of our contracts carry security obligations, and familiarity with the evidence they require would help.                |
| Lived experience of the issues Catch22 services address                                       | It would deepen your understanding of the people our technology ultimately supports.                                           |

If you think you could do the role, but don't have everything on this list, we would still love to see an application from you - particularly if you have lived experience. We ask everyone to provide a supporting statement detailing their experience, and will shortlist the most qualified people for the role from this.

**Our structure**

Technology at Catch22 is led by the Director of Technology. The function is organised into three units: IT Operations, Analytics, and Systems and Engineering. Information Security sits alongside them under the Head of Information Security, who sets security policy for the organisation.

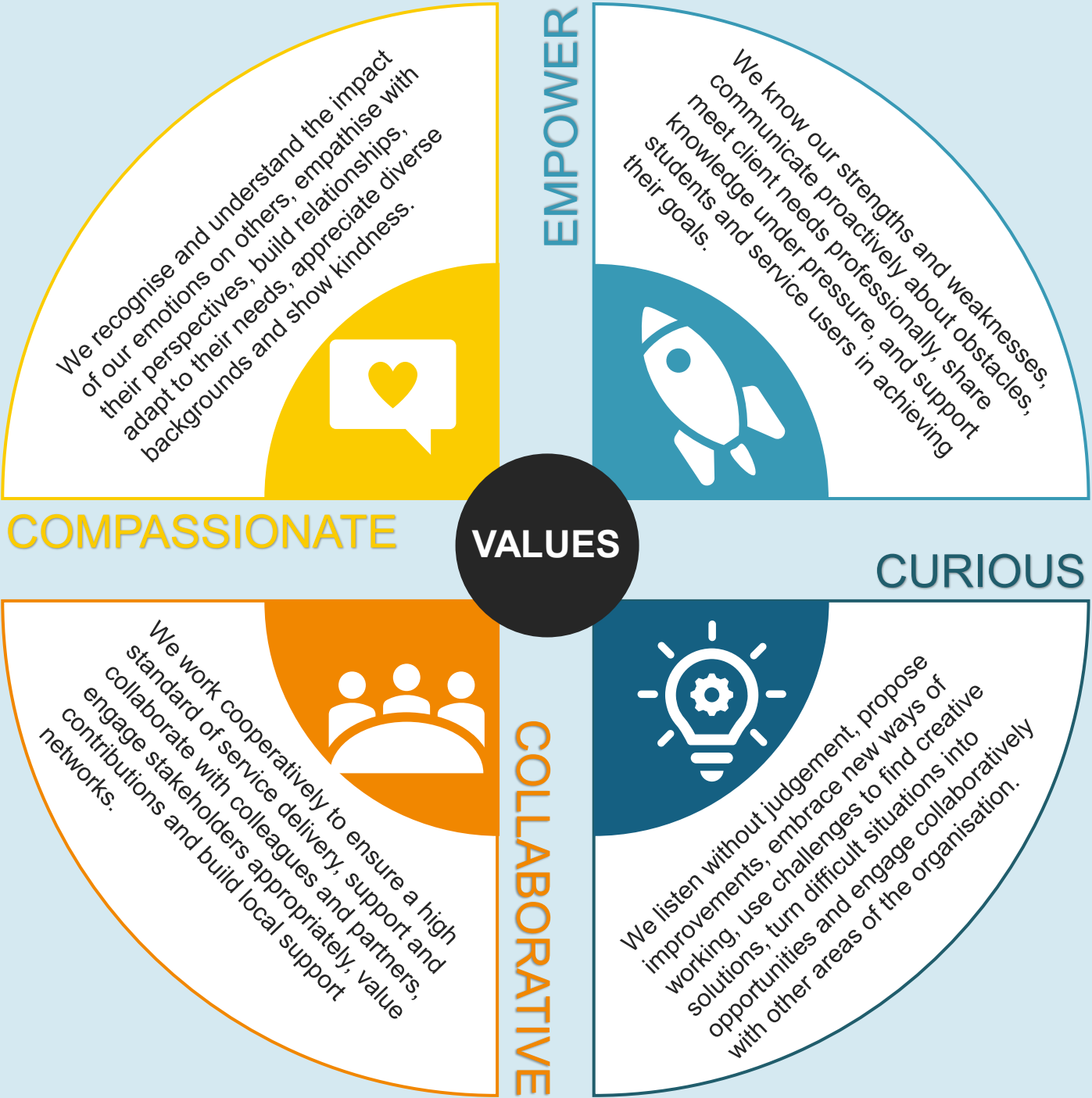
The Head of IT Operations owns the operational estate: service desk and end user support, infrastructure, networks, the Microsoft 365 tenancy, and device, asset and licence management. A service desk team of four sits within the role, working alongside our managed service provider (MSP).

You will work closely with the other Technology leads, analysts and engineers in the Technology team, with Information Security, and with subject matter experts and leaders across Catch22, to deliver Mission 2030.

|                                |                                                                                                                                          |
|--------------------------------|------------------------------------------------------------------------------------------------------------------------------------------|
| REPORTS TO                     | Director of Technology                                                                                                                   |
| LINE MANAGEMENT RESPONSIBILITY | Third Line Engineer, day-to-day management of our managed service provider.                                                              |
| BUDGET RESPONSIBILITY          | Yes, accountable for the IT operations budget, covering hardware, software licensing, network services and the managed service contract. |

# OUR BEHAVIOURS

Who we are at Catch22 is determined by ‘The How’ (our behaviours) and ‘The What’ (our capabilities and skills). Our Behaviour Framework (‘The How’) guides how we work, make decisions, and engage with others. It is important because it ensures our values are reflected in everything we do, helping us build trust, deliver consistently high-quality outcomes, and create a positive, inclusive workplace.



## OUR VALUES

Our values are at the heart of everything we do. They were created by colleagues across Catch22 and guide how we work together to support others.



**We're compassionate**

We care about people, supporting them to move forward.



**We empower others**

We give people the knowledge, skills, and opportunities to thrive.



**We're collaborative**

We do things with people, not to them.



**We're curious**

We explore, innovate, and challenge to improve what we do.

## ADDITIONAL INFORMATION

The post holder will be required to comply with all policies and procedures issued by Catch22.

This job description cannot cover every issue or task that may arise within the post at various times and the post-holder will be expected to carry out other duties from time to time which are broadly consistent with those in this document.

This job description does not form part of the contract of employment.

