Job Description

Job title:	Head of IT Operations & Service Delivery
Reports to:	Director of Technology
Responsible for:	Direct line management responsibility

Role Overview

We make moments that matter by truly caring about our customers and ensuring they are at the heart of everything we do.

Like us, you are committed to exceptional customer service, and working hard to ensure our customers feel valued, heard, and supported. We deliver affordable homes and build better futures by actively listening to the needs and aspirations of our customers. We work to create communities where people feel safe, secure, and empowered. By fostering open communication, offering tailored services, and continually striving for excellence, we all aim to build lasting relationships that go beyond housing – enhancing lives and contributing to thriving, vibrant communities where everyone can feel good to be home.

As the Head of IT Operations, you will lead the Service Operations and Technical Operations Teams, ensuring that the IT services supporting Accent and its customers are available, performing optimally during agreed services hours.
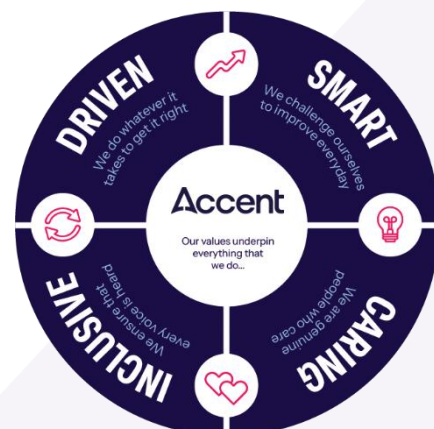
You are responsible for the operation, maintenance and fault resolution of all Information Technologies on the Accent IT estate, your team's purpose is to keep Accent operating efficiently and effectively.

Your team will protect the IT estate from Cyber Security threats, and when systems break, they are restored to operational quickly and efficiency, minimising disruptions to the organisation.

Core Values Alignment

We live and breathe our values. We are Smart, Driven, Caring, and Inclusive. Our colleague and leader competency framework underpins this and helps provide focus and clarity around the behaviours and attributes that are expected at Accent. Our focus on value for money ensures that we continue to spend wisely, work productively and make the best use of our resources. This is all about how we do things: it's what we expect everyone to embrace and work towards in their roles.

The IT Directorate is responsible for ensuring that the data, information and technology services needed by Accent to operate its essential daily services are Available, Secure, Trustworthy, Resilient and meet our customers' expectations. Our customers are at the heart of our business, and we design our services with our customers and for our customers.

Key Responsibilities and Duties

- Provide strategic direction and leadership for IT Operations, ensuring alignment with organisational goals and IT strategy.
- Drive operational excellence across on-premise and cloud environments, embedding resilience, security, and scalability.
- Own and enforce cyber security standards across the IT estate, ensuring compliance with regulatory and organisational requirements.
- Proactively manage cyber risk, implement threat detection and response measures, and lead incident response for security breaches.
- Define and operate a Release Management process for infrastructure and application changes, minimising business disruption and maintaining service continuity.
- Develop, maintain, and regularly test robust Disaster Recovery (DR) and Business Continuity Plans.
- Ensure operational readiness for critical incidents and minimise downtime through resilient architecture and recovery strategies.
- Oversee the design, optimisation, and governance of cloud services (IaaS, PaaS, SaaS), ensuring cost efficiency and performance
- Champion modernisation initiatives, including migration strategies and hybrid cloud integration.
- Establish and govern ITIL-aligned Service Management processes, ensuring continuous improvement and operational maturity.
- Lead Release Management for infrastructure and application changes, ensuring controlled deployments and minimal business disruption.
- Oversee 1st, 2nd, and 3rd line support, ensuring rapid incident resolution and effective problem management.
- Maintain accurate CMDB and AMDB, ensuring full lifecycle management of IT assets and compliance with audit requirements.
- Lead workforce planning, capability development, and performance management for the IT Service and Operations teams.
- Ensure software licence compliance and enforce policies for secure asset disposal.
- Monitor and report on service performance against agreed SLAs to senior stakeholders.
- Lead the IT Operations Team to ensure the effective, efficient and secure operation of Accent's IT estate, on-premise and cloud services, and the delivery of Service Management processes that support the business.
- Act as a trusted advisor to business leaders, ensuring IT services meet evolving business needs.
- Be visible in Accent's Offices 2-3 days per week (with particular emphasis on Bradford and Peterborough)
- IT services (on-premise and cloud) operate securely, efficiently, and with minimal downtime.
- IT Service performance consistently meets or exceeds agreed SLAs
- All infrastructure and application releases are deployed in a controlled, risk-assessed manner with minimal business disruption with robust rollback plans.
- Cyber security standards enforced across the IT estate, aligning with security best practice frameworks
- Disaster Recovery and Business Continuity Plans are robust, tested, and ensure rapid recovery.
- Cloud services optimised for cost, performance, and compliance
- Successful delivery of modernisation initiatives, including hybrid cloud integration
- Accurate CMDB and AMDB maintained for full asset lifecycle compliance.
- ITIL-aligned processes embedded and continuously improved.
- Proactive infrastructure modernisation and delivered on time and within budget.

Leadership Responsibility

As leaders at Accent, we are tasked with more than just achieving organisational goals; we are entrusted with the responsibility to create an environment where every colleague can thrive. To do so, we must embody the core competencies that define true leadership.

- Ensure we build a customer first culture within our teams and the wider organisation.
- Ensure we engage and are committed to the wider vision of the organisation and its goals always working collectively to achieve the best outcomes for our customers.
- Proactively and positively give feedback directly to colleagues and leaders when there may be an opportunity to improve behaviours. At Accent we want an open and transparent culture and must always act with integrity towards our peers and colleagues and not engage any disrespectful behaviours.
- Invest in personal development and development of our teams, fostering growth through continuous development, coaching, and challenging experiences.
- Inspire innovation by encouraging new ideas, diverse thinking, and a culture of continuous improvement.
- Drive forward making bold decisions, tackle difficult issues, and grow from setbacks.
- Building trust, collaborating openly, and valuing inclusion, creating safe spaces where every voice is heard and respected across the whole organisation.
- Align our actions with a clear vision and purpose, taking decisive action to achieve results while always keeping our commitments.
- Embody care, ensuring that compassion and accountability are at the heart of everything we do.
- Work to the Accent competencies, always achieving the highest standard of conduct and integrity.

The must haves:

- Proven experience leading IT Operations in complex environments
- Strong knowledge of security frameworks, threat detection, and incident response
- Experience with IaaS, PaaS, SaaS and hybrid cloud strategies
- Strong grasp of infrastructure, networking, and enterprise system
- Experience establishing and enforcing release management frameworks aligned with ITIL
- Strong understanding of infrastructure and application dependencies during releases
- Excellent communication and influencing skills at senior level
- Experience designing and testing DR and continuity plans.
- ITIL Version 4 Foundation Certificate

The added extras:

- Cloud Architecture Knowledge & Experience
- Familiarity with CI/CD pipelines and automated deployment tools
- ITIL Version 4 Managing Professional
- ITIL Version 4 Practice Manager Certificates
- Track record of driving technology innovation and digital change
- Familiarity with housing sector or similar regulated environments

This role description highlights key responsibilities but is not exhaustive. Colleagues will agree on priorities with their Line Manager and are expected to work flexibly, supporting the team and working collaboratively across teams to deliver outstanding results for our customers. Working together as one team is our norm at Accent and reflects how we achieve success and meet the organisation's evolving needs.

We work flexibly and on an agile basis. We design our work around the customer with the focus being on ensuring we deliver the best possible service to our customers and to the best of our abilities. How and where you work will be agreed with your line manager to achieve the best outcome for both the organisation and for you, wherever possible.

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