

<b>JOB TITLE:</b>	IT Platform Manager
<b>REPORTING TO:</b>	Head of IT Service Delivery
<b>DIRECT REPORTS:</b>	2 (growing new team)
<b>JOB LOCATION:</b>	Woolpit
<b>JOB PURPOSE:</b>	<p>Establish and develop the team responsible for building, configuring, and supporting IT environments needed to develop and operate business systems. Provision of services and support for systems including:- API Gateways, Web Servers (IIS, Apache), Oracle Apex, Microsoft SharePoint, Databases (PostGIS, SQL Server, Oracle) and GIS Map Server. Enabling service resilience by promoting customer focus, teamwork, and effective problem management.</p> <p>The role will ensure that IT platform services are designed, planned, and implemented to fit the business stakeholder requirements, and necessary skills &amp; knowledge are developed and shared by team members. Team performance will report weekly/monthly against agreed service measures including:- customer effort, telephone call answer rate, and SLA performance.</p>

## Responsibilities

### Leadership:

- Effectively lead the IT Platform team to meet the needs of BUUK stakeholders including:- IT Infrastructure, IT Development teams and end users.
- Work with IT & business representative to analyse the requirements for new platforms to meet the business needs.
- Build and lead a high-performing team, ensuring effective resource allocation, resilience, talent development and wellbeing management.
- Foster a positive and inclusive work environment that encourages collaboration, creativity, and open communication.

### Technical Expertise:

- Deliver services and platforms using DevOps methodologies.
- Act as product owner for standard software frameworks, APIs and libraries used by development teams.
- Stay informed about advancements in technology and industry trends to drive continuous improvement and innovation.

### Collaboration and Communication:

- Collaborate effectively with IT and cross-functional teams to ensure seamless coordination and successful delivery of IT platforms.
- Communicate updates, challenges, etc to IT and business stakeholders.
- Foster strong relationships with internal and external customers, vendors, to support collaborative initiatives and leverage external expertise when required.

- Any other duties as required by the Head of IT Service Delivery.

## Person Specification

Criteria	Essential	Desirable
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>• Degree qualified in an appropriate technical discipline or equivalent.</li> <li>• ITIL v4 Foundation (or equivalent).</li> <li>• Level 3 management qualification – (CMI, ILM or equivalent).</li> </ul>	<ul style="list-style-type: none"> <li>• Project management certification.</li> <li>• ITIL v4 Strategic Leader (or equivalent).</li> </ul>
<b>EXPERIENCE/ KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• <b>Platform Management:</b> Experience implementing and supporting multiple platforms for use by IT stakeholders. Experiencing delivering services using DevOps methodologies.</li> <li>• <b>Establishing new team/capabilities:</b> experience establishing new team, creating robust and streamlined process to meet business needs. Strong stakeholder engagement with IT leaders to ensure services meet user's requirements.</li> <li>• <b>People Management &amp; Leadership:</b> Effective leadership of team members, and staff outside direct reporting lines to deliver agreed goals.</li> <li>• <b>Infrastructure:</b> Good understanding of IT Infrastructure (networking, cloud, server, firewall, corporate services). Ability to engage, lead and work alongside Infrastructure engineers.</li> <li>• <b>Software Development:</b> Good understanding of the platforms and tools needed to operate a large enterprise. Experience working with multiple technology stacks ideally including: Microsoft .NET, Oracle Apex, Python/Apache. Ability to engage, lead and work alongside software developers. Experience owning and managing APIs.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Reporting:</b> Experience preparing and delivering team and individual performance reporting. Keen eye to monitor trends and take action to resolve issues.</li> <li>• <b>Project Management:</b> Knowledge of project management and project governance.</li> <li>• <b>Business cases and financial appraisals:</b> Experience in producing and presenting business cases to non-technical managers.</li> </ul>

	<ul style="list-style-type: none"> <li>• <b>Cyber Security:</b> Experience in protecting services from cyber security threats. Experience configuring systems/platforms to optimise security.</li> </ul>	
<b>ABILITIES/SKILLS</b>	<ul style="list-style-type: none"> <li>• <b>Leadership &amp; Organisation:</b> Effective skills in leading teams and individuals, including through challenging circumstances and conflicting priorities – e.g. delivery of new services and provision of on-going support.</li> <li>• <b>Deep understanding</b> of enterprise level platforms and keen ability to learn new technologies.</li> <li>• <b>Communication:</b> Excellent verbal and written communication skills to technical, non-technical stakeholders.</li> <li>• <b>Problem Solving:</b> Breaking down a complex problem and working to accepted resolution.</li> <li>• <b>Time Management:</b> Excellent ability to deliver to expectation on time.</li> <li>• <b>Platform Diagnostics:</b> Ability to investigate issues with systems developed by internal development resource.</li> <li>• <b>Company Values:</b> shows commitment to and upholds BUUK values and delivers tangible results showing strong business/commercial acumen. Promotes and implements continuous improvement.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Staff Development:</b> ability and commitment to lead, develop and inspire team members.</li> <li>• <b>Project Management:</b> Ability to use project management tools to lead agile and waterfall projects.</li> <li>• <b>Reporting:</b> Ability to use tools to analysis data and present findings in a succinct manner.</li> </ul>
<b>EMPLOYEE LEVEL</b>	Middle Manager	