

Modern Workplace Manager



The Modern Workplace Manager is responsible for the strategy, delivery, and continuous improvement of TSB's modern workplace environment, with a strong focus on maximising end-user experience, productivity, and satisfaction. This role ensures that workplace technologies are intuitive, reliable, secure, and aligned to how people actually work. Acting as the bridge between technology and user needs, the Modern Workplace Manager drives a user-centered approach to service delivery while maintaining strong operational and security discipline.

Role dimensions

- **Reports to Head of I.T. Service Delivery**
- **Division: Technology Services**
- **Direct Reports: 4+**
- **Financial authority: Yes**

Person specifications

- Proven experience leading modern workplace or end-user computing functions in a medium to large organisation.
- Strong understanding of user experience principles within IT service delivery.
- Experience operating within ITIL-aligned service environments.
- Deep experience with Microsoft 365 / collaboration platforms and modern endpoint management, plus Cloud and Virtual environments.
- A degree in Computer Science, Engineering or related discipline
- Strong stakeholder engagement and communications skills

Role specific areas of responsibility

- Lead and develop a high-performing modern workplace team, fostering accountability, collaboration, and a strong service culture.
- Own and continuously improve the end-to-end user experience across workplace technologies (devices, collaboration tools, virtual work, identity, and productivity platforms).
- Build strong relationships with business stakeholders, acting as a trusted advisor for workplace technology and experience. Use user feedback, service data, and experience metrics to identify pain points and proactively improve services.
- Partner with business leaders to understand evolving work patterns and translate them into modern workplace solutions.
- Ensure modern workplace services are delivered in line with agreed service levels, reliability, and performance expectations to drive fast resolution, clear communication, and a positive support experience.
- Oversee incident, problem, and request processes relating to modern workplace services, focusing on prevention and continuous improvement.
- Provide leadership over core modern workplace platforms (e.g. end-user devices, collaboration tools, endpoint management, identity and access, and remote working solutions).
- Ensure platforms are secure, scalable, well-governed, and aligned with enterprise architecture standards.
- Manage new and existing vendor relationships, review contracts annually to apply financial and/or operational efficiencies.

From time to time there may be additional activity not contained within this position description that the appointee is to complete in the interests of the appointment and their own personal development.

This position description provides a broad overview of responsibilities. The position description is a living document, and the Bank reserves the right to amend from time to time as required.