



POSITION DESCRIPTION

Job Title:	Information Technology Operations Manager
Team/Group:	Shared Services / IT Team
Job Reports to:	Head of Shared Services. Works closely with the Virtual Chief Information Officer (vCIO)
Job Purpose/Objective:	The Information Technology (IT) Operations Manager leads the IT Services Team in delivering reliable, secure, and high-performing technology solutions that support the Heart Foundation's mission. This role is responsible for the operational management of the organisation's IT environment — ensuring systems, infrastructure, and services operate efficiently, securely, and with minimal disruption. Working closely with the Head of Shared Services and the Virtual Chief Information Officer (vCIO), the IT Operations Manager translates technology strategy into practical execution, driving the rollout, maintenance, and continuous improvement of IT systems and services across the organisation.
Reporting Structure/Direct Reports:	IT Support staff, Systems Administrators, and other IT team members (as appropriate). Contractors and third-party service providers, as required.
Limits of Authority:	As outlined in the Delegation of Authority policy.
Key Responsibilities/Tasks:	IT Operations Management • Lead and manage IT services to maintain agreed levels of uptime and performance. • Ensure robust application, hardware, and infrastructure standards that minimise operational risk. • Manage the operational rollout of new IT initiatives and upgrades. • Oversee system integrity, data quality, and database control. • Maintain current strategic roadmaps for existing and new applications. • Oversee helpdesk systems and ensure effective IT desktop support delivery. • Manage IT operating and capital budgets; monitor and explain variances. • Identify and mitigate IT operational risks through effective risk management and compliance frameworks. • Ensure all IT activities comply with applicable laws, codes, and regulations. Cybersecurity & Risk Management • Embed a culture of cybersecurity awareness and accountability across the organisation. • Ensure strong controls in system administration, patching, and access management.

(Date last updated: 13/10/2025)



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	• Lead business continuity, backup, and disaster recovery planning and execution. • Maintain updated registers for software licensing, equipment, and IT assets. Team Leadership • Lead, coach, and develop the IT Services Team to deliver reliable, secure, and customer-centric technology services. • Foster a collaborative, high-performing culture focused on service excellence and continuous improvement. • Set clear goals, provide performance feedback, and support professional development. • Plan and manage recruitment, onboarding, and succession for IT roles. Vendor & Stakeholder Management • Manage vendor relationships to ensure service levels are met and value for money achieved. • Act as the key operational contact for external IT providers, negotiating and monitoring SLAs. • Liaise with internal customers to ensure IT services meet business needs. • Communicate IT initiatives, impacts, and updates in clear, business-friendly language. Strategic & Business Alignment • Translate the Heart Foundation's technology strategy and roadmap into actionable operational plans. • Align IT activities with organisational priorities and support business goals through technology enablement. • Serve as the primary point of escalation for IT operational issues. • Prepare accurate budgets and forecasts aligned to the organisational business plan. Policy and Procedures • Implement policies and procedures on all IT related matters and recommend changes where applicable. • Take all appropriate measures to ensure that all staff are aware of and comply with IT policies and procedures. Continuous Improvement and innovation • Champion continuous improvement in IT processes, systems, and service delivery. • Stay informed about emerging technologies and industry best practices.
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	- Lead or contribute to projects that enhance digital capability across the organisation. - Encourage innovation and technology adoption to support organisational effectiveness. Other duties Take on other duties and project work as reasonably required by the Head of Shared Services or Virtual Chief Information Officer (vCIO).
Key Relationships: Internal/External	Internal: Head of Shared Services Virtual Chief Information Officer (strategic partner) Executive Leadership Team Business Leaders and staff External: IT vendors, service providers, and consultants Industry peers and professional networks Cybersecurity agencies/regulators (as required)
Key Capabilities needed to succeed: Including qualifications, experience and skills	- Minimum five (5) years' experience managing a team - Understanding of and enthusiasm for the opportunities provided by the digital revolution. - Proven team leadership experience and capability - Experience working with external vendors and managing SLAs - Tertiary qualification in relevant field - Substantial exposure to data systems, cyber security, hardware platforms, systems and network architecture, enterprise software applications, IaaS, PaaS and SaaS platforms - Experience with systems design and development from business requirements analysis through to day-to-day management - Proven experience in planning, prioritisation and development - Stakeholder and vendor relationship management - Knowledge of applicable laws and regulations as they relate to IT - A collaborative and customer centric approach - Ability to present ideas in business-friendly and user-friendly language - Proven project, budget and time management skills - Excellent analytical and problem-solving skills

The job description above gives a general overview of the role and level of work to be performed by the incumbent. It is not a prescriptive list of all responsibilities and skills required. Reasonable changes to the role may be made if appropriate.

(Date last updated: 13/10/2025)