

Job Description



Function:	IS&T
Position:	TDDI - Gov Solution Owner
Job holder:	N/A
Date (in job since):	N/A
Immediate manager (N+1 Job title and name):	Head of Technical Operations – Andy Manning
Additional reporting line to:	N/A
Position location:	Salford/Flexible

1. Purpose of the Job – State concisely the aim of the job.

- We are seeking a TDDI Gov Solution Owner to lead the teams who implement, support, and maintain the IT solutions used in our G&A sites. The role has a focus on working to implement solutions with specific data residency, security, and compliance requirements. The role will act as an interface between TDDI, the business and the clients and as such the role will be key in ensuring the TDDI strategy for this area aligns to the needs of the business and the direction of travel of the customer.

2. Main assignments – Indicate the main activities / duties to be conducted in the job.

- Direct line management of 7 site IT managers
- Overall leadership of the 17-man Gov IT Team
- Senior stakeholder management, acting as the primary point of contact for the TDDI leadership, G&A Exec team and prison directors.
- Client management, acting as the primary point of contact for all matters relating to the service for the MoJ and MoD representatives.
- Supplier management, acting as the senior point of contact for management of key suppliers such as Unilink, Unify, Traka, Made Purple.
- Reporting, feedback, and monitoring of all aspects of the services delivered.
- Input to and maintenance of the operating model for the G&A Sovereign IT team.
- Production of technical strategy and roadmaps for all key services.
- Owner for all managed changes in the domain.
- Act as part of the TDA in the role of SME for domain.
- Ensure all solutions are fully documented by assisting with or producing HLD's, LLD's, NSM's, asset registers and knowledge base artifacts.
- Responsible for correctly documenting software and processes to ensure single points of knowledge do not become a problem and skills are distributed across the team and department. Including running informal knowledge transfer sessions to help with the development of the team

3. Context and main issues – Describe the most difficult types of problems the jobholder must face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- People management for a geographically dispersed team of 17
- Senior stakeholder management both internally and externally
- Maintain compliance with all relevant standards including but not limited to ISO27001, cyber essentials plus, GDPR, Prison Service Orders and Instructions (PSO's & PSI's) and government security standards.
- Developing well-structured plans from start to finish, including identifying processes, deadlines, budgets and milestones.
- Knowledge and understanding of all deployed solutions from a technical perspective.

4. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- Manage relationships with internal and external stakeholders by producing and communicating strategies, budgets, program roadmaps, and operating models for the G&A systems and teams ensuring buy in is obtained and maintained at all levels to allow the successful realization of strategic goals.
- Monitor the performance of internal teams and suppliers by ensuring a robust reporting and feedback process is in place to ensure continuous improvement of performance across all services delivered.
- Be the SPOC for government clients by attending MoJ & MoD digital working groups to ensure the clients requirements are captured and understood.
- Ensure Sodexo maintains our contractual and regulatory compliance by understanding our obligations and ensuring the services delivered ahead to these.
- Work with the service, supplier management, demand and security teams to ensure the standards developed for service, supplier management demand & security compliance are understood and adhered to by the team.
- Drive technical standards within the G&A Sovereign IT team by documenting and reviewing all technical solutions used in this domain and ensure they adhere to IS&T, client and business standards and requirements.
- Be the escalation point for any issues or problems the team are unable to resolve. Ensuring difficult and long running issues are resolved more rapidly and consistently.

- Ensure Sodexo maintains our contractual and regulatory compliance by understanding our obligations and ensuring the services delivered adhere to these.
- Work with the Architecture, Application, N&I and sec/ops teams to ensure the solutions used in the G&A sovereign space are well understood and meet the required standards.

5. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department.

- Financial: Responsible for an operating budget FY24 approx. £7,350,000 Capex & £2,000,000 Opex. Budget covers planned projects and operating costs.
- Staff: 7 direct reports and a headcount of 18
- Other: 8 sites supported, with approx. 4,000 customers, 2000 endpoints. All sites operate 24x7x365.

6. Job profile – Describe the qualifications (Education & experience), competencies and skills needed to succeed in the position.

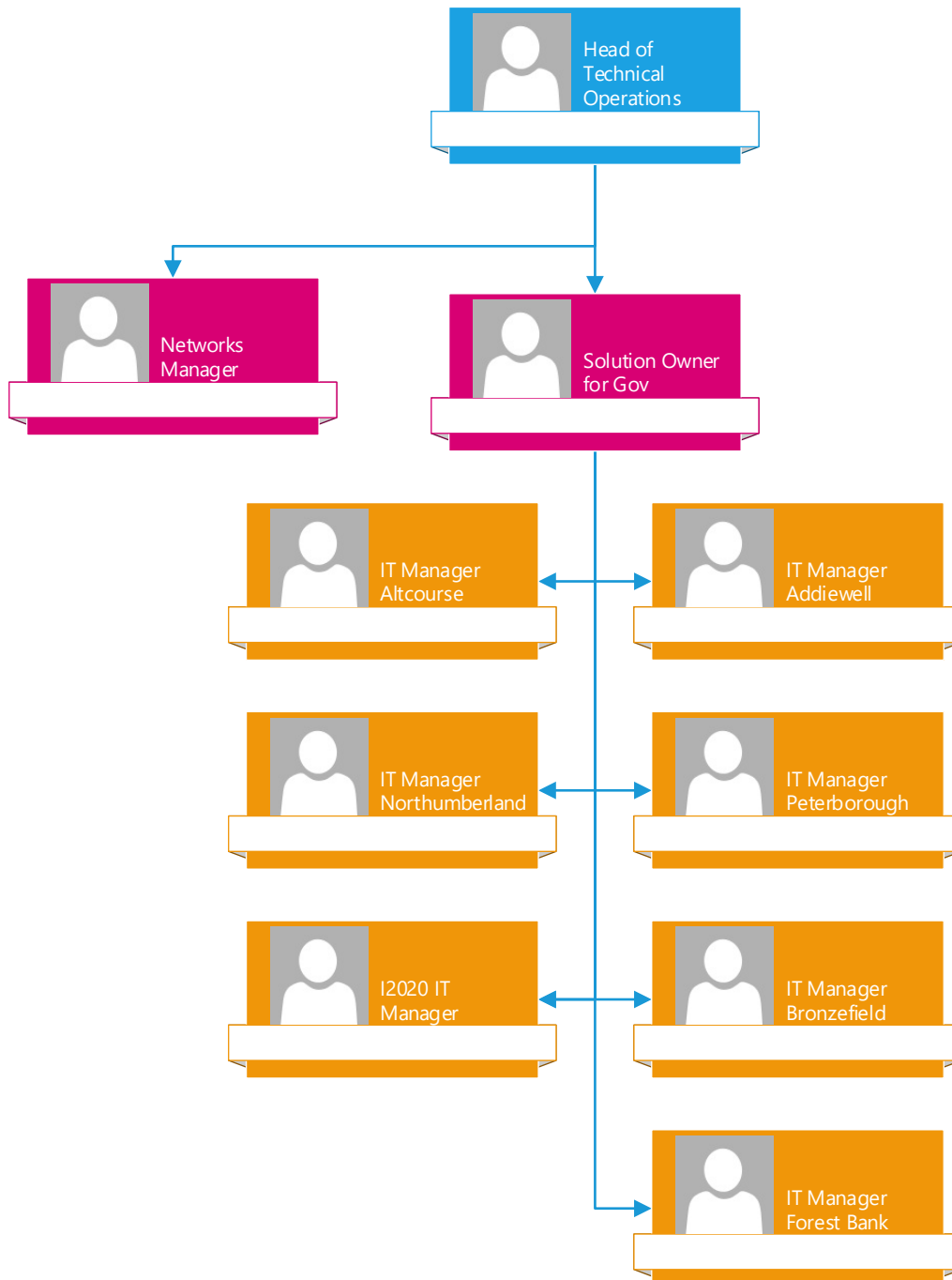
Essential:

- IT professional demonstrating excellent leadership, management skills & behaviours
- Excellent communication skills (written & verbal) at all levels of the organisation – in particular, the ability to communicate technical information to a non-technical audience.
- Works autonomously in line with direction provided.
- Excellent customer facing skills and a passion for support.
- HMG Security cleared or able to obtain clearance.
- Ability to work outside normal office hours as dictated by projects/incidents.
- Knowledge of information assurance & data protection legislation (e.g. GDPR)

Desirable

- Degree (or equivalent level of experience)
- Understanding of Sodexo business and processes
- Experience of working in both public and private sector organizations
- Understanding of service delivery (e.g. ITIL) and project management (e.g. PMP, Agile) principles
- Significant (typically 5 years) experience of working with senior business users in delivering IT services in a large organisation and operating in a secure (Official Sensitive) environment.
- Experience of leading sizeable technical teams
- Demonstrates commitment to champion a “continuous improvement” mindset in all aspects of role.
- Knowledge and experience in a Justice based role and associated applications, such as the CMS.
- Awareness and working knowledge of Information Assurance practices and standards.
- Understanding of business costs and efficiencies
- Full driving licence and valid passport

7. Organization chart – Indicate schematically the position of the job within the organization. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated.



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Levels

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Received:

Date:

Date:

Job holder

Immediate Manager