

Modern Workplace Lead



The Modern Workplace Lead role provides technical ownership and leadership with a focus on operational excellence, technology enablement and risk reduction. The role is responsible for delivering and supporting TSB's 24x7 collaboration and end-user technology that drives the Bank's operations. You will work seamlessly with other teams within Technology Services and provide a high standard of customer services to our internal and external partners, providing guidance and knowledge of Modern Workplace capabilities, platforms, systems and services. .

Role dimensions

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

Person specifications

- 10+ years experience in diverse ICT technical and management roles.
- Proven experience in Microsoft technologies, Cloud and virtual environments.
- Proven knowledge and understanding of architecture principles as well as the project life cycle, ITSM governance principles and experience working within Agile based and service-oriented environments
- A degree in Computer Science, Engineering or related discipline
- Strong people leadership and communication skills, with the ability to uplift team's performance

Role specific areas of responsibility

- Lead, coach and support the team to drive performance and technical excellence, ensuring TSB's Modern Workplace platforms, systems and services are supportable, scalable and secure.
- Develop Modern Workplace strategy and own robust Product and Service Roadmap plans and oversee their implementation. Build a plan to optimize Modern Workplace services.
- Support the Bank to deliver on its customer service promise, product offerings, compliance obligations, risk appetite and long-term strategy.
- Monitor evolving technologies in the Modern Workplace space and provide recommendations for future adoption where of value to TSB.
- Continually monitor, measure and report system performance, seeking to identify improvement opportunities to increase security, operational stability, efficiency and effectiveness and working to eliminate single points of
- Support the needs of all service teams by applying various IT delivery and project methodologies, monitoring demand and capacity, while creating the appropriate scalability plans.
- Manage new and existing vendor relationships, review contracts annually to apply financial and/or operational efficiencies.
- Respond and manage incidents and problems, trends and seeking appropriate remedies, limiting and preventing future incidents.
- Ensure the availability of systems and services through proactive maintenance and monitoring of system components and processes and oversee the completion of regular patching and maintenance tasks.

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.