



# IT DIRECTOR

Department:	Enterprise Services - IT
Report to:	Director of Enterprise Services
Job Family:	Group Services
Career Family / Job Capsule:	Managerial Level 2
Key dimensions:	c. £10 m BAU, typically c. £5m investment; c.70 FTE; OKFH
Purpose of the role: The IT Director is accountable for maintaining & delivering against the IT strategy such that it continues to support business needs & outcomes, while directing smooth operation of IT applications, data & infrastructure for OneFamily as measured through cost, security, availability, resilience & performance. The role holder directs the IT function and manages the effective delivery and operation of networks, hardware, processing, support and disaster recovery systems and processes. The role holder advises the Director of Enterprise Services, the broader executive team & the Board as to the opportunities & implications of strategic choices vis a vis the IT estate & acts as the technology conscience of the business.	



Key accountabilities:

Strategy & Performance

- Maintain & periodically refresh a clear IT strategy and architecture to support the optimisation of IT performance in the medium and long term (supporting the Business Strategy & Plan)
- Define, develop and maintain an IT function that safely & efficiently delivers the strategic objectives of the business
- Define, build & maintain a fit for purpose IT environment aligned to the agreed design principles.
- Working with the Director of Enterprise Services and other Accountable Executives, support the Change Portfolio delivering growth, efficiency, regulatory & “fix or fail” change initiatives against business objectives
- Act as a business partner to the wider Executive Team providing insight and challenge in relation to new products, market opportunities and operational process improvements
- Define supplier requirements and work with the Procurement Function to manage supplier selection activities & relationship management for the function & in support of Business objectives/ requirements

Governance (In all SIMR roles)

- Own and manage the risk profile for the IT function, including setting of risk appetite within the broader business risk appetite & driving risk mitigation/issue resolution
- Oversee all risk and audit requirement and actions for the IT department ensuring the company is protected from risk as much as possible.
- Ensure all Regulatory requirements (including SIMR) are met and that proper training practices and information are in place across the business.
- To comply, at all times, with the PRA and FCA Rules & Conduct Rules so far as they relate to the role. (Copies attached)
- To perform and discharge competently the duties associated with and arising from any PRA Prescribed Responsibility allocated to the position.
- Accountable for ensuring regulatory requirements are met throughout and embedded in the IT operating model

Skills / Experience / Knowledge:

- Extensive senior level experience; specifically, direction of IT operations &/or development
- Experience of migration, consolidation or other strategies for dealing with the issues of legacy estate
- Experience of M&A
- Proven motivational leader with excellent communication & clarity of thought process/expression
- Strong commercial and strategic abilities, including negotiation skills
- Ability to translate strategic view into practical application
- Bachelors Degree or equivalent

Personal attributes:

- Equally happy working within a team of peers as taking a leadership role (depending on nature of work in hand)
- Strong sense of personal accountability
- Integrity & strength of character



Leadership

- Drive organisational and service culture that is aligned with our brand values and mutual ethos.
- Set the strategic direction for the IT department, driving performance through realistic yet challenging target setting
- Provide a motivating atmosphere that encourages direct reports, peers and team members to perform successfully
- Work closely with the Senior Management team to ensure they operate as a cohesive team in order to manage the performance of the company effectively & holistically, facilitating the swift resolution of any conflict or other issue
- Work closely with the Executive team to ensure that they are aware of the wider IT environment & the specific environment within OneFamily, to enable effective direction setting & decision-making.

Values

Define who we are as OneFamily. They come from the beliefs we hold, the way we behave and how we want to work together for our customers. For OneFamily this means:

- Better together
- Being your best
- Being innovative
- Champion the customer's needs
- Doing what's right

Our values are unique to our brand. They give us purpose and focus. They are vital in helping us all 'do the right thing'. If we are confident that we are true to our values, then we can be sure that we are doing the best for our customers.

Adaptability

This job description is intended to provide a broad outline of the main responsibilities only. The post holder is required to be flexible in developing their role in agreement with their Line Manager. In addition, they may be required to carry out any other duties deemed appropriate within the role and expertise.



Performance Management	All employees have a responsibility to participate in regular one to ones with their manager and to identify performance standards of the post. As part of the performance management process every employee is responsible for participating in identifying their own training and development needs to meet the requirements of their role.
Health and Safety	Employees must be aware of the responsibilities placed on them under Health and Safety at Work Act 1974, and take reasonable care for the health and safety of themselves and of other people who may be affected by their acts or omissions at work.
Equality and Diversity	The Society is committed to building an environment where the diversity of its employees is valued, respected and seen as an asset to enabling delivery of the best possible service to our customers and colleagues. It is unlawful to discriminate directly or indirectly in recruitment or employment because of any of the nine 'protected characteristics' contained in the Equality Act 2010. These are age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation. Failure to comply with organisational policies on equality and diversity may result in disciplinary action.
Confidentiality	The unauthorised use or disclosure of customer or other personal information is regarded as gross misconduct and will be subject to disciplinary procedures, and could result in a prosecution for an offence or action for civil damages under the General Data Protection Regulations. (GDPR)

Regulatory	
	<ul style="list-style-type: none"> <li>To comply, at all times, with all regulatory, statutory and legislative requirements so far as they relate to the role</li> <li>To abide by the Rules of the Society at all times</li> <li>To understand and comply with all Group Governance Policies, as appropriate to the role</li> <li>To delivery all apportioned and assigned accountabilities and responsibilities</li> </ul>

Individual Conduct Rules	
Rule 1	You must act with integrity
Rule 2	You must act with due skill, care and diligence.
Rule 3	You must be open and cooperative with the FCA, the PRA and other regulators.
Rule 4	You must pay due regard to the interests of customers and treat them fairly.



Rule 5	You must observe proper standards of market conduct.
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Senior Conduct Rules	
SC1	You must take reasonable steps to ensure that the business of the firm for which you are responsible is controlled effectively.
SC2	You must take reasonable steps to ensure that the business of the firm for which you are responsible complies with the relevant requirements and standards of the regulatory system.
SC3	You must take reasonable steps to ensure that any delegation of your responsibilities is to an appropriate person and that you oversee the discharge of the delegated responsibility effectively.
SC4	You must disclose appropriately any information of which the FCA or PRA would reasonably expect notice.
SC5	When exercising your responsibilities, you must pay due regard to the interests of current and potential future policyholders in ensuring the provision by the firm of an appropriate degree of protection for their insured benefits.

Declaration	
I hereby confirm that I have read and understood the content of this Job Description and Person Profile and I accept the content as an accurate description of the role which I am required to perform.	
Job holders full name:	
Job holders signature:	
Date:	