



THE ROYAL COLLEGE OF NURSING OF THE UNITED KINGDOM

JOB DESCRIPTION FORM

Job title: Head of IT Operations

Department: IT & Digital

Reports to: Associate Director of Group Technology Operations, Security & Data

Key relationships: Associate Director of Group Technology Operations, Security & Data
IT Operations Teams
IT Management Team
Digital Team
Business Support Team
Executive Team
RCNi Executive Team
Senior Leadership Team
External suppliers
RCN staff
External RCN clients

Hours: 35 hours per week
(Required to work flexibly to meet the requirements of the job. Occasional travel within the UK with occasional overnight stays and extended days required to fulfil the duties of the post)

Grade: D

Location: Cardiff Gate with hybrid working

JOB PURPOSE

To be responsible for the day-to-day management, installation, support, availability and IT security of all RCN IT systems. The role will have accountability and responsibility for the budgets within the IT Operations team in conjunction with the Associate Director of Group Technology Operations. Additionally, will be responsible for audio visual operations and support within the RCN Group.

KEY RESPONSIBILITIES

1. Management responsibilities

- 1.1 Manage and develop IT Operations staff, including staff appraisals, staff hiring and career development.
- 1.2 Devise appropriate training plans for all teams within the IT Operations function.
- 1.3 Ensure that the IT technical operations team assist in the identification and resolution of any incidents and problems in conjunction with the appropriate persons where necessary.
- 1.4 Ensure that the Service Delivery team adhere to all ITIL aspects surrounding managing the Service Desk, incident management, problem management and change management.
- 1.5 Ensure health and safety policies are adhered to within the department.

2. Projects

- 2.1 To introduce new IT operational systems and provide advice and guidance on the best options for the RCN.

3. Financial responsibilities

- 3.1 Manage all IT Operations budgets.
- 3.2 Research, develop and or procure hardware for the RCN Group
- 3.3 Procure software solutions to meet the IT Operations teams needs in supporting the RCN Group.

4. Specific role responsibilities

- 4.1 Provision of IT infrastructure services including desktop applications, local and wide area networks, IT security and telecommunications for RCN Group.
- 4.2 Ensuring maximum availability of computer systems.
- 4.3 Ensure IT services are delivered to the agreed service level not only for the RCN but also RCN Foundation and RCNi.
- 4.4 To be responsible for IT security for the RCN Group.
- 4.5 To inform and advise the RCN Group and its employees about their obligations to comply with cyber security and IT technical protection of the IT systems.

- 4.6 Train staff involved in data processing.
- 4.7 Conduct audits to ensure compliance and address potential issues proactively.
- 4.8 Monitor performance and provide advice on the impact of data protection efforts.
- 4.9 Maintain comprehensive records of all data processing activities conducted by RCN Group, including the purpose of all data processing activities which must be made public on request.
- 4.10 Interfacing with data subjects to inform them about how their data is being used, their rights to have their personal data erased, and what measures the company has put in place to protect their personal information.
- 4.11 Ensure data remains up-to-date and is destroyed when necessary.
- 4.12 Produce reports to the Executive Board on all matters relating to Data Protection monthly.
- 4.13 To work with 3rd party suppliers to ensure a consistent delivery of IT services.
- 4.14 Establish an out of business hours IT Operations support system.
- 4.15 Define key performance indicators to identify the performance of the IT infrastructure and service delivery teams.
- 4.16 To lead in the continued development of IT Disaster Recovery Plans.
- 4.17 Ensure there are adequate IT backup and restoration facilities.
- 4.18 Providing monthly reports on IT operational performance.
- 4.19 Provide advice, guidance and recommendations on enhancements and changes in the areas of IT Operations.
- 4.20 Ensure all systems are documented and meet industry standards.
- 4.21 Ensure all teams within IT Operations develop suitable operating procedures and standards based on best practices.
- 4.22 Verify that all “housekeeping tasks” are completed and any exceptions escalated appropriately.
- 4.23 Devise service improvement plans throughout the IT Operations team.
- 4.24 In consultation with the Head of Engineering and Head of Product Management & Design, assist the Associate Director of Group Technology Operations, Security & Data on introducing appropriate systems to meet the RCN’s strategy and objectives.
- 4.25 Report on non-compliance of systems and highlight any risks to the Associate Director of Group Technology Operations.

- 4.26 Undertake audits of RCN systems and implement recommendations to address the findings from these audits. Report regularly to ET on the status of compliance of Cyber Security as well as recording the status of breaches.
- 4.27 Ensure there is monitoring and alerting of all security encompassing the RCN's IT Infrastructure.
- 4.28 Undertake a lead role for all IT Operational issues across the RCN, setting standards and devising procedures as necessary.
- 4.29 Keep abreast of IT developments and trends and maintain industry standard best practice at all times.
- 4.30 Assist in the documentation of existing and new services.

5. Additional responsibilities

- 5.1 Treat colleagues, members, customers and others with respect in line with our values and Our Respect Charter.
- 5.2 Champion equality, diversity, inclusion and human rights and be responsible for contributing to achieving the commitments set out in the RCN Group Equality, diversity and inclusion statement.
- 5.3 Comply with the RCN Data Protection Policy, Retention Schedule and department procedures to ensure personal data is protected at all times.
- 5.4 Maximise all opportunities available to encourage member recruitment and promote the benefits of joining the RCN. Promote the RCN as the organisation that represents nurses and nursing, and that promotes excellent in practice and shapes health policies.
- 5.5 Undertake any other duties as requested in line with the job role.

Job description reviewed by:

Huw Bevan, AD of Group Technology Operations, Security & Data
June 2025