

Job Description

A Post Details:

Job Title: Infrastructure Manager	Grade: B004
Department: Technology	Division: A
Reports to: Head of Infrastructure	Contract Type: Permanent
Level of Vetting: Security Check	Numbers in Post: 1
Welsh language required: No	

B Purpose of the Post:

Leads on the day to day management of the organisation's infrastructure, ensuring optimal performance and reliability.

Ensure infrastructure services meet SLAs and performance targets. Manage and mentor the infrastructure team, promoting a culture of continuous improvement. Lead disaster recovery planning, backup strategies. Maintain compliance with relevant regulations and internal policies e.g. ISO 27001,

Oversee patch management, system upgrades, capacity planning and security hardening. Collaborate with other IT leaders to align infrastructure strategy with broader IT strategy objectives. Monitor and manage the IT infrastructure assets.

Responsible for leading technical operations, and ensuring that infrastructure initiatives align with department direction and goals.

Allocates resources and drives delivery of infrastructure related project initiatives and upgrades.

Takes the lead on complex technical problems and incidents relating to infrastructure.

C Dimensions of the Post:

Financial – Direct or Non-Direct

Direct: None

Non-Direct: Responsible for providing best value advice and guidance for infrastructure related expenditure.

Supports the management of the infrastructure contracts worth £1 million per annum.

Provides advice for infrastructure related expenditure including servers, equipment, and operating products.

Staff Responsibilities – Direct or Non-Direct

Direct: 5x Senior Infrastructure Specialists (B003) and 1x Infrastructure Specialist (B002).

Non-Direct: Occasional supervision of third parties and managed services

Any Other Statistical Data

D Principal Accountabilities:

Skills Framework for the Information Age v8

Required level priority: ☒ Normal ☐ High

Development and implementation								
Systems development	0	1	2	3	4	5	6	7
Systems and software life cycle engineering					<input type="checkbox"/>			
Delivery and operation								
Technology management	0	1	2	3	4	5	6	7
IT infrastructure						<input type="checkbox"/>		
Storage management					<input type="checkbox"/>			
Service management	0	1	2	3	4	5	6	7
Incident management						<input type="checkbox"/>		

Development and implementation

Systems development

Systems and software life cycle engineering - 4: Enable

- Elicits requirements for systems and software life cycle working practices and automation.
- Prepares design options for the working environment of methods, procedures, techniques, tools, and people.
- Selects systems and software life cycle working practices for software components and micro-services.
- Deploys automation to achieve well-engineered and secure outcomes.

Delivery and operation

Technology management

IT infrastructure - 5: Ensure, advise

- Provides technical leadership to optimise the performance of IT infrastructure.
- Investigates and manages the adoption of tools, techniques and processes (including automation) for the management of systems and services.
- Oversees the planning, installation, maintenance and acceptance of new and updated infrastructure components and infrastructure-based services.
- Aligns to service expectations, security requirements and other quality standards.
- Ensures that operational procedures and documentation are fit for purpose and kept up to date.
- Ensures that operational issues are identified, recorded, monitored and resolved.
- Provides appropriate status and other reports to specialists, users and managers.

Storage management - 4: Enable

- Prepares and maintains operational procedures for storage management.
- Monitors capacity, performance, availability and other operational metrics.
- Takes appropriate action to ensure corrective and proactive maintenance of storage and backup systems to protect and secure business information.
- Creates reports and proposals for improvement.
- Contributes to the planning and implementation of new installations and scheduled maintenance and changes of existing systems.

Service management

Incident management - 5: Ensure, advise

- Develops, maintains and tests incident management procedures in agreement with service owners.
- Investigates escalated, non-routine and high-impact incidents to responsible service owners and seeks resolution.
- Facilitates recovery, following resolution of incidents.
- Ensures that resolved incidents are properly documented and closed.
- Analyses causes of incidents, and informs service owners to minimise probability of recurrence, and contributes to service improvement.
- Analyses metrics and reports on the performance of the incident management process.

E Decision Making:

Level 5 - By making decisions which impact the success of key components of assigned work including results, deadlines & budgets, this level of decision making will pro-actively support delivery of projects/workstreams that have a significant impact on achieving wider organisational objectives.

F Contact with Others:

Internal

Contact with all levels of officers and staff across BTP. Key engagement with Technology peers.

External

Contact with contractors, third-party suppliers and Home Office equivalents.

G Essential Criteria:

Qualifications and Training:

- Educated to degree level in a specific IT or engineering discipline or equivalent experience

Experience:

- Experience of leading technical staff within an infrastructure environment
- Experience with automation and infrastructure-as-code tools
- Experience managing cloud infrastructure (Azure, AWS, or GCP)
- Experience of supporting a wider range of infrastructure solutions
- Experience of delivering new and complex infrastructure services
- Experience of investigating complex infrastructure issues

Business and Technical Skills:

BTP Skills Framework

Leadership

Leadership - Expert: Extensive experience and diverse application

- Creates a positive team environment through celebrating successes and driving the team to

excel.

- Engages team members to help them to commit to vision and strategy through supporting participation, dialogue and open communication.
- Promotes organisational culture, values and practices.
- Provides people support and advice when they need it, especially during periods of setback and change.
- Establishes trusting relationships and uses the underlying dynamic and interactions in teams to build strong working groups.
- Leads teams transparently and accessibly.

Technical Specialisms

Cloud Platform

Microsoft Azure - Strategic: In-depth knowledge and influencing direction

- Determines the best migration strategies and assesses the readiness of the applications for the cloud.
- Oversees migration of components and leads organisational transition to cloud infrastructure.
- Serves as a subject matter expert on all aspects of Azure migration strategies, DevOps practices and cloud-native application development.
- Oversees necessary security and compliance measures to ensure that data and applications are secure and comply with regulatory requirements in an Azure-hosted environment.
- Explains Azure technology, Microsoft's cloud provider strategy and associated business implications.

Cloud Migration - Strategic: In-depth knowledge and influencing direction

- Evaluates cloud providers and selects the one which fits the organisation's requirements, summarising benefits and drawbacks.
- Oversees migration of components and leads transition to cloud infrastructure.
- Serves as a subject matter expert on all aspects of cloud migration strategies, cloud providers, DevOps practices and cloud-native applications.
- Oversees necessary security and compliance measures to ensure that data and applications are secure and comply with regulatory requirements in the new cloud-hosted environment.
- Explains cloud platforms, cloud provider strategy and associated business implications.

Knowledge:

- Strong knowledge of cloud based solutions
- Strong technical knowledge in Windows/Linux servers, virtualisation, storage solutions
- Strong knowledge of virtualisation
- Good knowledge of networks and cyber security
- Good knowledge of core ITIL practices such as Incident, Change, Problem and Transition

Desirable Criteria:

H Additional Information:

Role forms part of an on-call rota

For Panel to complete only:

OFFICIAL

Line Manager Approval: James Morley

Panel Approval: D Walker

Date: 2025-05-22

Email the Job Evaluation submission form together with supporting documentation (organisational charts, job descriptions) to People & Culture Policy & Reward inbox.

PolicyandReward@btp.police.uk

You will be advised of a panel date following receipt of the submission.