

Role profile

Role title	Head of Service and Infrastructure
Department and directorate	Technology services
Job family level	BMA Guide
Reports to (job title and name)	Chief Technology Operations Officer (CTOO)
Direct reports (job title and name)	Service Manager, Infrastructure Technical Lead (others to be confirmed)

The Head of Service and Infrastructure is responsible for overseeing the strategic planning, development, and management of IT services and infrastructure. The team currently comprises 16 staff. The role ensures the delivery of reliable, scalable, and secure IT solutions that align with the BMA's strategy and support business operations. The role holder will ensure that the technology services and infrastructure meet the needs of the BMA in all aspects of resource planning and outcome delivery. This senior role will sit on the technology services leadership team to work with colleagues in other senior positions to deliver against the technology strategy.

Summary – purpose of the role

Describe as concisely as possible the overall purpose of the job and including the core duties/responsibilities required to be performed in the role (e.g., to provide a full range of administrative support services to the department including x,y,z)

Develop and implement the IT service and infrastructure strategy in alignment with the technology services and BMA's strategic objectives

Define measurable outcomes against strategic objectives and report on outcomes to the Chief technology operations officer

Lead the services delivery and infrastructure teams, fostering a culture of innovation, collaboration, accountability and development

Ensure that the operating model of the team can deliver against the current and future needs of the strategy

Ensure that capabilities are aligned to the operating model of the team

Oversee the design, implementation, and maintenance of IT systems, networks, infrastructure and service provisions

Ensure high availability and performance of IT services and infrastructure

Support business continuity and disaster recovery planning activities related to infrastructure services, ensuring that regular disaster recovery tests are conducted and documented

Support the CTOO in defining and managing budgets, contracts, and vendor relationships to optimize cost-efficiency and service quality

Ensure that the BMA's assets are consistently managed and supported



Summary – purpose of the role

Stay updated on emerging technologies and trends such as artificial intelligence (AI), data analytics, and cloud technologies, recommending and implementing innovative solutions where feasible.

Ensure compliance with relevant regulations, standards, and best practices, specifically

Establish clear objectives, monitor ROI, and manage resources efficiently while ensuring that our digital infrastructure consistently adheres to data protection, cybersecurity, and compliance standards such as Cyber Essentials Plus, ISO27001 and NIST CSF.

Act as a key point of contact for stakeholders, providing regular updates and addressing concerns

Monitor and report on the performance of IT services, implementing process improvements to meet and exceed service level agreements (SLAs).

Benchmark BMA's infrastructure and services through appropriate channels (networking events, surveys, communities etc.)

Ensure that the infrastructure and service teams are developed, supported and managed in line with BMA policies, learning and development opportunities, compliance training and extended support provisions

Work closely with the Chief information security officer to ensure a high standard of security provisioning across all infrastructure

Collaborate with the Information Security function to identify risks, implement mitigations, and address audits

Accountable for capacity management across all infrastructure

Accountable for backups, restorations and disaster recovery to facility business continuity

With senior colleagues, jointly define the technical and enterprise architecture in conjunction with current and future requirements

Provide technical direction and architectural oversight for core BMA systems including the design of secure, resilient architectures with appropriate redundancy

Skill (level and breadth of application)

What relevant experience is necessary to undertake this role? What specialist, technical or professional qualifications are required to be able to perform the job?

How far does the role extend out across the organisation, e.g. confined to own team, involves co-ordination with another department or requires regular negotiation with many other parts of the organisation. Why is this necessary? Describe the range of issues that are involved in this, e.g. resolving people's IT problems, collecting information on key research items or advising members on a particular issue.

Proven experience in technology leadership roles of 5+ years, with significant responsibility for technology operations, infrastructure, and service management and with a track record of delivering successful projects

Strong background in IT service delivery, incident management, and the implementation of ITSM tools and processes.

Solid experience delivering projects using both Agile and Waterfall methodologies including cloud migration, systems integration, automation, infrastructure and process improvement with exposure to digital and data transformation

Proven problem-solving and decision-making abilities

Strong knowledge of IT infrastructure components, including networks, servers, storage, databases, and cloud computing and virtualisation technologies.

Knowledge of data centre operations and network architecture.

Understanding architectural frameworks and methodologies (e.g., TOGAF, Zachman, SABSA)

Solid experience of ITIL frameworks and best practices

Strong communication and interpersonal skills, with a pragmatic, solutions-focused mindset

Creative thinker with the ability to challenge norms and drive change and innovation

Skill (level and breadth of application)

Demonstrated success in leading, motivating, and developing high-performing technical teams, setting and managing key performance indicators, while enhancing performance levels and building essential critical skills.

Experience in implementing information security frameworks, such as Cyber Essentials Plus, ISO/IEC 27001, and NIST CSF (or similar)

Experience in delivering audit assurance on IT infrastructure technologies, evaluating and identifying vulnerabilities, and recommending enhancements to strengthen controls.

Experience in supplier management, with the ability to establish and improve supplier performance standards and deliver value for money for the BMA

Essential qualifications:

Bachelor's degree in computer science or information technology or comparable qualification

Other relevant certifications (e.g., CompTIA, Microsoft, Cloud, Network).

Certified ITIL professional (v3 or v4)

Management/leadership training of reputable standard

Desired qualifications:

Microsoft Certified: Azure Fundamentals (AZ-900)

Microsoft Certified: Azure Security Engineer Associate (AZ-500) or comparable

Microsoft Certified: Azure Solutions Architect Expert or comparable

Network related certifications (CCNA, CCNP) or comparable

Security related certifications (CISM, CISSP) or comparable

Intellectual and communication demands (complexity and challenge)

What sorts of problems, situations or issues are typically dealt with? Give any illustrative examples. How are the problems, situations or issues dealt with (e.g. undertaking original research and analysis or seeking specialist advice)?

To what extent are standard procedures and processes followed when undertaking typical tasks, and how is personal initiative used when solving problems? To what extent is creativity used in solving the problems (e.g. adopting different approaches, trying things that have not been done before within the organisation or improving/changing previous approaches).

Ability to engage/communicate clearly with stakeholder in non-technical ways.

Ability to assess and manage risk.

Set and manage stakeholder expectations.

Try out new solutions confidently.

Assess training and development needs.

Solve problems effectively.

Lead and communicate effectively.

Knowledgeable in data security and information governance.

Open to new technologies and continuous improvement.

Committed to upholding BMA's values.

Support inclusion and learning.

Use of resources (supervision of resources and influence)

What responsibility is there for managing people, equipment, budgets, resources, customer's welfare or confidential information? If this is a staff management role describe what is involved, e.g. staff reporting, staff development, appraisal, leading a department or the allocation of work.

How does the role fit within the organisation, e.g. support role, team member, team leader, specialist policy adviser, or leading major areas of core business?

Leading a team of senior managers and technical staff, acting as a role model to demonstrate professionalism and BMA values. Motivating and guiding staff to deliver to the best of their ability against a backdrop of non-negotiable requirements and competing priorities. Ensuring value for money and applying a disciplined investment mindset.

Physical demands & coordination (physical effort and mental strain)

Are there any unusual physical or mental demands of the role; for example, lifting heavy objects, standing for long periods, using VDUs extensively or high levels of concentration?

Normal coordination or physical demands associated with an office environment (1-2 days per week)
Extensive use of VDUs and high level of concentration
Occasional travel as required

Working conditions and emotional demands)

What are the environmental conditions in which the work is conducted, the social and emotional demands faced by the role and the pressures resulting from these?

The job is conducted in a normal office environment and is not exposed to hazardous conditions or anti-social behaviour. The role contains minimal personal risk.

Values and behaviours

The post-holder is expected to execute their role in line with our four organisational values.

The following examples illustrate how we are using our values to inform how we act:

We Campaign, Organise and Represent

- We win positive changes at work and in wider society
- We are the trusted collective voice of our profession, seeking progress for doctors, medical students, our patients and populations

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We are accountable and member-led

- Our representatives and staff work in partnership for and on behalf of our members
- We are open and democratic

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We are expert and trusted

- We grow professional communities of practice to provide credible information, guidance and support
- We use our influence to champion advancement, innovation and professional development for the benefit of health and society

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We find strength in unity and celebrate our diversity

- We seek to be fair and just, and foster respectful discussion of our differing (potentially conflicting) perspectives and contributions
- We fight prejudice and discrimination of all kinds
- We are committed to creating a culture that is inclusive of all members and staff
- We extend solidarity to each other and other groups

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Sign-off

Manager:

Date:

Role holder:

Date: