

Operations Director – Digital & IT Operations



Working better together
for our residents

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What's it all about

The Operations Director – Digital & IT Operations is the single accountable executive for the safe, reliable and continuously improving operation of all live digital and IT services at Notting Hill Genesis.

The role ensures digital services are trusted in practice by staff and residents - working consistently, recovering with integrity when they fail, and improving over time through learning from lived experience. It translates NHG's Digital Vision and Mission into dependable day-to-day reality by embedding strong operational discipline across platforms, infrastructure, service management and end-user technology, reducing failure, eliminating workarounds, improving staff productivity and maintaining regulatory confidence.

How you'll make a difference

You will make a difference by ensuring that digital and IT services are stable, predictable and trusted across the organisation, particularly in moments of operational stress, service failure and regulatory scrutiny.

Your leadership will convert operational control into enterprise service confidence, reducing systemic risk, eliminating habitual workarounds and enabling staff and residents to rely on digital services as part of everyday life.

You will ensure that operational risk is actively surfaced, assessed and addressed at the right level, rather than absorbed within teams, protecting NHG's reputation, regulatory standing and service outcomes.

How you'll do it

Enterprise service operations and reliability

- Ensure robust Information Technology Infrastructure Library (ITIL) -aligned service
- Hold accountability for organisation-wide digital and IT service performance, ensuring live services operate safely, reliably and in line with regulatory and consumer expectations, across multiple platforms and service lines.

- management operates at enterprise scale, embedding clear service ownership, escalation and accountability for service outcomes.
- Hold accountability for enterprise-wide service capacity and demand sustainability, anticipating where growth, change or regulatory pressure will place future strain on live services and ensuring risks are addressed before they translate into service failure.
- Assure the executive team and regulators of sustained operational control, using assured evidence, trends and learning rather than point-in-time confidence.

Operational risk, resilience and recovery

- Define and apply clear operational risk tolerance and escalation thresholds, ensuring unacceptable risk is surfaced, understood and acted on at the appropriate executive or board level.
- Hold accountability for enterprise-level operational risk, anticipating and addressing systemic failure across platforms, dependencies and suppliers.
- Own organisation-wide resilience and recovery capability, ensuring backup and disaster recovery arrangements are realistic, tested and continuously strengthened.
- Balance performance, resilience, cost and regulatory expectations, making high-judgement decisions in ambiguous and high-pressure operational contexts.
- Provide assurance and escalate material operational risk early, enabling timely executive and board decision-making rather than silent risk absorption.

Platforms, infrastructure and workplace

- Lead and own the live operation of NHG's digital and IT estate, including platforms, containers, infrastructure, connectivity and end-user computing.
- Ensure lifecycle discipline, patching and vulnerability hygiene are consistently applied and runtime performance is optimised across diverse user groups, so that service degradation, capacity constraints and technical debt do not translate into resident or staff-visible failure or reliance on workaround.

Service management, improvement and lived experience

- Embed continuous improvement as a core enterprise operating discipline, informed by service data, incident learning and lived experience.
- Ensure staff and resident experience actively shapes operational priorities, particularly where friction indicates structural or systemic failure.
- Eliminate repeat failure, treating entrenched workarounds as organisational operational debt requiring leadership attention and investment

and interactions required working from home may be possible one day a week.

Commercial and supplier performance

- Hold suppliers accountable for enterprise service outcomes and value for money, using clear performance measures and trend-based insight.
- Ensure NHG retains operational control and assurance, avoiding dependency that weakens resilience, capability or regulatory confidence.
- Balance commercial performance with service risk and user impact, escalating where supplier performance threatens enterprise outcomes.

Leadership and line management

- Build and lead a high-performing senior operational leadership team, setting clear expectations for accountability, behaviour and decision-making.
- Hold leaders accountable for service outcomes, operational risk management and culture, intervening decisively where performance or behaviours fall short.
- Shape operational capability and talent across the portfolio, ensuring NHG sustains the leadership depth required for reliable services at scale.
- Direct financial resources across the digital and IT operations portfolio, ensuring budgets are aligned to service reliability, operational resilience and regulatory assurance, and that investment decisions balance cost, risk and value for money
- Ensure that you follow and keep up to date with all relevant Notting Hill Genesis and statutory policies and related procedures including health and safety and financial regulations.
- Hybrid arrangements – at least two days in an office working with others. Depending on work

All about you

Behaviours for success

Our values set out what we stand for. You'll need to show us how you match them and how you'll behave to ensure those are visible when carrying out your work.

- Compassionate
- Progressive
- Dependable
- Inclusive
- Empowered

For each value, we've created example behaviours to help you understand our expectations in more detail. Please [refer to the framework](#). This role is at **leadership** level (delete as necessary).

This is a people manager role. Please [refer to our people manager standards](#).

Essential knowledge, experience and skills qualifications and professional membership including statutory and regulatory competencies required

- Senior leadership experience with organisation-wide accountability for digital and IT operations in complex, regulated environments.
- Proven track record of owning service failure, recovery and resilience at enterprise scale.
- Deep understanding of service management, operational risk and assurance, and their interaction with regulatory confidence.
- Experience leading through multiple layers of management and technical leadership.
- Strong executive-level judgement and influence, particularly in ambiguous, high-pressure operational contexts.
- Advanced digital and IT literacy.
- A recognised senior leadership/management qualification or equivalent senior-level leadership experience operating at enterprise scale).
- Qualification or formal training in service management, operational risk, resilience or assurance, or equivalent experience leading complex live services at scale.