

Head of Technology

Job title:	Head of Technology
Responsible to:	Chief Operating Officer
Reports in:	Business Systems Officer
Location:	Home-based, with regular trips to London office
Employment type:	Permanent (or 6 month contract with potential to extend)
Weekly hours:	35hrs p/w
Salary Bands:	From £80,000 p.a.

Role Purpose

Local Partnerships is a public sector consultancy jointly owned by HM Treasury and the Local Government Association. We support central and local government to improve public services. As we scale towards £20m+ revenue and 120 staff we are recruiting a new Head of Technology to drive technology leadership, support operational excellence, and enable strategic growth and commercial performance.

The Head of Technology will make the organisation run better, faster and more efficiently through the intelligent use of systems, data and automation. They will harness our technology, data and AI to deliver growth, staff productivity, innovation and benefit for the public sector.

This role owns technology strategy (including AI), IT service delivery, procurement and support for internal systems, device management, supplier liaison, cyber security best practice and technical governance across platforms, strategically aligning technology with Local Partnerships' business plan priorities, including the successful integration and use of business software, so teams across the organisation can deliver with confidence and improve productivity.

Key Responsibilities

Technology Strategy, including AI

- Identify opportunities for improvement, automation and new technology adoption, including safe and effective use of AI, in line with governance, security and organisational policy
- Promote best practice and practical guidance for teams using emerging tools, ensuring risks and compliance are appropriately managed
- Develop and maintain a comprehensive technology roadmap, including plans to enable the LP business with best in class tools, staying abreast of technology market developments
- Identify best practice across UK Government and the whole of the public sector, and build a network of advisers and collaborators
- Staff enablement – work closely with business owners to identify user needs and best practices, and provide training, implementation and issue resolution to optimise user experience of technology
- Manage technology budgets, licensing, renewals and investment planning.

Data Governance and Business Intelligence Support

- Develop clear view of data infrastructure and governance underpinning our systems, technology and reporting
- Identify technology solutions to improve processes, drive utilisation and productivity and generate dynamic, flexible business intelligence

- Provide oversight of system integrations and data flows between platforms, ensuring reliability, security and maintainability
- Oversee the technical foundations and best practice required to support effective integration across organisational systems
- Ensure domain name management and related configuration (including DNS and redirects) is maintained to support organisational services, web platforms and integrations.
- Work with business owners to ensure systems can support reporting requirements and trusted data use
- Ensure technical standards, access controls and governance are applied consistently across data, software and externally connected services

Software & Applications Platform Ownership

- Own the organisation's core systems and software applications, ensuring they are fit for purpose, maintained and supported, including but not limited to:
 - Office applications - Microsoft 365 (including Teams, SharePoint, OneDrive, Outlook)
 - AI tools – Copilot
 - CRM - Microsoft Dynamics
 - Finance - Sage
 - HR - PeopleXD
 - Business Intelligence - Power BI
- Oversee system configuration, upgrades, licences and access management across business applications
- Ensure clear system ownership, documentation and governance
- Drive adoption, standardisation and training to improve productivity and consistency.

Technology Operations

- Lead day-to-day IT operations, ensuring staff receive consistent support and that hardware, software and services are stable and performant.
- Define and manage IT service standards, support processes, and escalation routes.
- Ensure effective incident management, problem management, and service improvement.
- Manage external IT suppliers and service providers (currently WaveX), ensuring delivery against SLAs and value for money.
- Oversee IT contracts, renewals, vendor performance, and supplier-led projects.
- Ensure the organisation retains appropriate ownership, access, documentation and knowledge.
- Oversee end-user computing and hardware (laptops, mobiles, peripherals and related equipment), including standards, lifecycle, procurement and asset management.
- Ensure onboarding/offboarding processes are robust and secure.
- Maintain endpoint security, patching and device compliance.
- Ensure appropriate hardware standards, replacement cycles and supplier support arrangements are in place to minimise downtime and risk.

Cyber Security, Risk & Compliance

- Lead cyber security best practice across systems, devices and access management.
- Maintain IT policies and governance aligned to GDPR, organisational risk management and good practice.
- Ensure resilience measures are in place (backup, recovery, business continuity, incident response)

Person requirement

We are looking for a commercially minded technology and data leader who has made professional services businesses run better. The ideal candidate will have worked in consulting, legal, accounting, or other professional services organisation where operational discipline mattered. You will have experience of:

Essential

- Owning CRM, finance, project and BI platforms in a mid sized organisation
- Driving adoption of enterprise software in a professional services business
- Using data and technology to manage utilisation, revenue and margin
- Delivering automation and AI to remove admin and improve productivity
- Working with senior leaders to change how the business is run
- Strong communication skills and ability to translate business needs into technical delivery
- Personal values and integrity compatible with operating with public sector clients, including a commitment to valuing diversity and challenging discrimination

Desirable

- Proven experience leading IT operations and managing core systems in a professional services organisation
- Demonstrable expertise in enterprise business applications and platforms, including Microsoft 365, CRM, finance and business intelligence/reporting systems (e.g., Dynamics 365, Sage, Power BI), with the ability to set standards and provide technical leadership.
- Strong knowledge of Microsoft 365 governance, information management and modern workplace best practice.
- Experience managing business applications and integrations, with a practical approach to data and reporting needs.
- Strong understanding of cyber security controls, risk management and compliance.
- Understanding of AI capabilities and associated governance/security considerations.
- Demonstrated supplier and contract management experience.
- Experience developing and delivering an IT roadmap and managing budgets, licensing and technology investment planning.
- Proven ability to deliver IT projects and manage change, adoption and stakeholder expectations.