

IT Operations and Projects Manager



WHO WE ARE

For nearly 5 million people with diabetes in the UK, there's no day off. At Diabetes UK, we fight day in, day out for better care, treatment and support. We won't stop until diabetes can do no harm. With more people than ever living with diabetes and millions more at risk of developing type 2, our work has never been more needed.

We can't do any of this without you. Our staff are passionate and determined about helping everyone affected by diabetes. For over 85 years, they've been behind vital policy changes, as well as new treatments and technologies to make living with diabetes easier every day. But there's more to do. And you can be part of it.

We're a really diverse bunch and we recognise and respect your value as an individual.

As well as helping people with diabetes, you'll be part of one of the top 30 Best

UK Charities to Work For, and one of the top 75 Best Large Companies in London.

Tackling inequality is part of our mission, and we're committed to being a diverse and inclusive organisation, for all of our people and volunteers. We have a friendly and inclusive culture, with a range of staff networks and ways to get involved. You can find out more about our approach to equity, diversity and inclusion in our strategy here [EDI Strategy Branded version 22 March 2023.pdf](#).

Our vision is a world where diabetes can do no harm. Join us today, and together, we can make that a reality.



JOB DESCRIPTION

Role title: IT Operations and Projects Manager

Contract type: Permanent

Hours: 35

Directorate: Corporate Services – Information Technology

Reporting to Head of IT

Band: Band 4

Key relationships (internal and external):

- Internal: Head of IT, Information Systems & Data teams, Information Governance, Digital, Facilities, key service owners and stakeholders
- External: IT Managed Service Providers and key technology suppliers

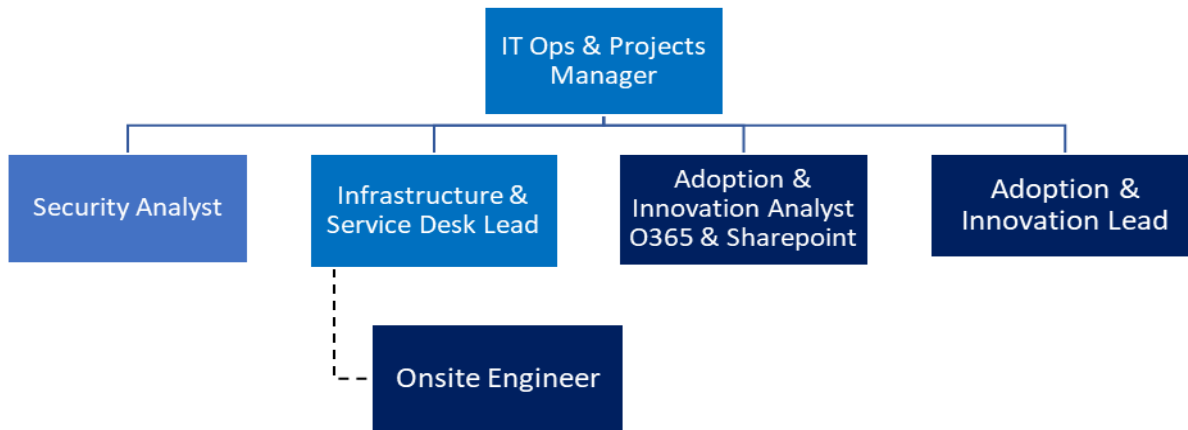
Key focus of the role:

Under the general direction of the Head of IT, this is a senior role accountable for day-to-day IT Infrastructure operations and the delivery of operational change at Diabetes UK. It ensures technology services are reliable, well-supported and continuously improved, and that suppliers deliver to agreed service levels. This includes cloud resources, applications, network, telecoms, voice, printing, end user computing, oversight of cybersecurity, and of service desk.

The post leads service delivery, service transition, operational governance, supplier management and operational project delivery—working closely with senior leaders, specialist colleagues and suppliers for technical execution. It is part of the IT leadership team and plays a key role in optimising cloud infrastructure, improving service performance, reducing operational risk and increasing delivery throughput across the IT portfolio and will require strong soft skills to work closely with other IT teams, as well as interacting closely with senior leadership teams to set priorities

Directorate and Team

This role sits in the [Information Technology Team](#) in the [Corporate Services Directorate](#)



Person specification

All jobs at Diabetes UK are based on

- The key activities you'll undertake and
- The skills, knowledge, experience and behaviours you need to be successful in this role

You will be able to:

Operations leadership & service delivery

- Co-create and deliver the technology infrastructure strategy, providing secure and resilient services for staff and volunteers through strong cyber security, service management practices, and supplier oversight, while enabling income growth, cost efficiency, customer satisfaction, and regulatory compliance, in the charity and healthcare industry
- Identify opportunities for enhancements and makes recommendations accordingly
- Evaluate, recommend, and execute new technologies and update existing infrastructure to ensure optimal performance
- Lead day-to-day IT operations to ensure stable, secure and high-quality services for colleagues and volunteers.

- Own operational governance (service performance, risk, incident trends, problem management, change control) and ensure actions are tracked through to completion.
- Oversee service desk performance is effective, user-centred and aligned to agreed service standards and ways of working

Supplier and contract management

- Manage and hold IT suppliers and managed service providers to account against SLAs, OLAs and contractual commitments
- Drive continuous improvement with suppliers to improve service quality, resilience and value for money.
- Coordinate suppliers effectively across interdependent services and organisational stakeholders.

Service transition, change & operational projects

- Lead service transition for new or changed services, ensuring changes are introduced safely with appropriate testing, documentation, communications and training.
- Plan and deliver operational projects (e.g., service improvement, infrastructure refresh, tool adoption, resilience uplift) ensuring on-time delivery with minimal disruption and on budget
- Maintain clear visibility of operational change demand, priorities and delivery progress to support effective decision-making.

Incident management & resilience

- Act as the senior operational escalation point for major incidents, ensuring timely coordination, stakeholder communications and structured post-incident review.
- Support IT incident preparedness (exercises, runbooks, roles, comms routines) and ensure lessons learned translate into improved controls and services.

Risk, assurance and cyber collaboration (non-technical ownership)

- Ensure operational controls and service processes support organisational requirements for security, data protection and assurance, closely over seeing security engineer and working with governance colleagues.
- Monitor and manage operational risks (including supplier risks) and ensure mitigations are delivered.

Documentation, asset & knowledge management

- Maintain appropriate operational documentation, procedures, support models and runbooks, inventory/asset records.[
- Improve knowledge management so support and delivery are not dependent on single individuals.

People leadership

- Lead and support colleagues through effective workload planning, coaching, performance support, development and recruitment activity aligned to Diabetes UK values.

Diabetes UK ways of working

- Embrace Diabetes UK volunteering activities through involving volunteers in your work and/or active volunteering within Diabetes UK. [
- Undertake other work as might reasonably be required by the Head of IT

You will have experience in:

Significant & demonstrable experience

- Leading IT operations, service delivery and operational change in a multi-supplier environment
- Managed service management. Managing supplier performance, service levels and operational governance forums
- Service transition and change management practices that protect service stability while enabling delivery
- Coordinating incident response and major incident management in a structured way.
- Managing and developing technical or operational teams, including workload planning, technical development and performance support
- Delivering operational projects end-to-end with clear plans, dependencies, risks and stakeholder communications
- Writing and implementing strategic plans and managing change across teams
- Security engineering and/or operations with hands on experience

You will have skills in:

- Strong operational leadership, prioritisation and decision-making in a busy environment with competing demands and priorities.
- Strategic thinking with the ability to lead by example demonstrating an ability to deliver set tasks, objectives and strategic priorities
- Supplier management, negotiation and performance management, with confidence challenging constructively.
- Clear stakeholder communication (technical and non-technical), including influencing, communicating service impact and delivery progress.
- Planning, coordinating and delivering operational change with a focus on user experience and service stability.
- Building high-trust working relationships across IT, Digital, IG and business teams.
- Strong understanding of current industry infrastructure standards and practices, along with non-for-profit background
- Excellent planning and time management skills and attention to detail

You will have knowledge:

- IT service management fundamentals (incident, problem, change, service request, knowledge management).
- Operational risk management and the importance of resilience, auditability and good documentation, such as PCI-DSS and Data Protection
- Data protection and security principles as they apply to operational service delivery (with specialist support for deep security engineering).
- Working effectively within organisational constraints (budgets, capacity, governance, supplier dependencies).
- Understand business practices, approaches, organisation, politics, and culture

The best person for this job will be (behaviours):

I make change happen

- Proactively removes obstacles, improves services and delivers commitments through others and through effective supplier management.

- Able to problem solve and manage business needs/IT changes in a rapidly changing and complex technical environment
- Demonstrates commitment to EDI and tackling inequalities, supporting colleagues to build inclusive practice.

I put people first

- Puts the needs of people with diabetes first; uses evidence of user need to shape operational decisions. [2026 IT Organisation | Word]
- Respects colleagues, assumes positive intent and leads in an enabling, empowering way.

I keep things simple

- Focuses on productivity, clarity and cost effectiveness; reduces complexity and avoids single points of failure.
- Makes decisions, takes accountability and supports others to make decisions

I am driven to know more

- Seeks external insights to shape our future work and sees reality for what it is and ambitious for the future of diabetes.
- Reflective approach and supports others to do the same.
- Ambition to learn new and emerging Infrastructure, operational & security technologies

Qualifications/professional membership (if applicable):

- ITIL (or equivalent service management qualification)
- Project delivery qualification (e.g., Prince2 / Agile / equivalent)
- Relevant qualification or equivalent experience in IT / operational leadership
- Information Security or Data Protection qualification (desirable)
- Certification in business analysis

BENEFITS

We know you do more than just work. And that means you might be a parent, carer, friend, volunteer or partner.

We want to make sure that we can help you create a good balance between work and the other parts of your life.

And one way we do that is with benefits we offer you.



Annual leave

We want you to make sure you get time off to rest and relax. So, all full-time permanent employees get 25 days off a year, with bank holidays on top of this.



Connected working

We have adopted a 'connected working' way of working. This means that, for most roles, you are not required to work in an office location every day.



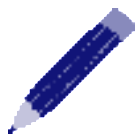
Pension

We enrol everyone into our pension and all new colleagues joining us will get information on the pension scheme. We make an employer contribution of at least 5%.



Healthcare

Our cash healthcare plan that allows you to claim back the cost of regular health appointments and treatment, like the dentist and optician.



Learning and development

We help you to continually develop and achieve your career goals, including offering a wide range of training which happens throughout the year.



Gym membership

We have a gym membership discount scheme through our cash healthcare plan provider. You can use this at a wide variety of gyms around the UK.



Our Networks

A range of active and supportive colleague networks such as the Pride network, Global Majority network and Women's network.



Early finish Friday

Early finish Friday and flexible working as part of our approach to activity-based working (not applicable to roles with fixed shift patterns).



Employee assistance programme

Employee assistance programme to give you support on any issues that come up in life.



Annual season ticket loan

Annual season ticket loan* (on completion of your probation period and if contract is permanent or longer than 12 months).



Cycle to work scheme

Cycle to work scheme.

Get in touch

Email recruitment@diabetes.org.uk

Call **0345 123 2399**

Visit diabetes.org.uk

Search **Diabetes UK** on Facebook, Twitter, YouTube and Instagram

