

Job Description – Head of Cloud and Infrastructure

Department	Technology
Work level	4
Reporting to	Technology Director
Direct reports (yes or no)	Yes -

Job Purpose

Lead the accountable build, operation and continuous improvement of MIB's cloud, infrastructure and platform services as a core Phase 1 capability. The role is responsible for stabilising core platforms, strengthening operational resilience, improving service reliability and ensuring infrastructure change is delivered through clear technical ownership, secure engineering standards, robust controls and evidence-based assurance.

Accountability for the strategy, governance and service ownership of Microsoft 365, SharePoint Online, Teams, OneDrive, Entra ID, Power Platform and Microsoft 365 Copilot. The role should ensure these platforms are secure, well governed, resilient and properly supported, while working with Data and AI teams to provide the platform foundations needed for MIB to become more data-driven and customer-led. This should include clear ownership of Copilot, tenant governance, information protection, platform administration and reducing reliance on individual employees or suppliers

This role brings together cloud, infrastructure, network, endpoint and platform engineering capabilities to create a more stable, scalable, cost-effective and supportable technology foundation for MIB.

Key accountabilities

- Own the Phase 1 cloud and infrastructure capability build, including the strategy, roadmap, operating model and delivery plan for cloud, infrastructure, network, endpoint and platform services.
- Stabilise core platforms by improving resilience, availability, observability, capacity management, lifecycle planning and operational supportability.
- Ensure all infrastructure and cloud changes are designed, assessed, implemented and evidenced in line with security, audit, architecture, resilience and service management standards.
- Lead platform engineering practices including Infrastructure as Code, automation, monitoring, deployment pipelines, configuration control and repeatable operational patterns.

Key accountabilities

- Maintain clear technical ownership, third-line support accountability, escalation paths and handover points into Service Management and Service Desk operations.
- Work with Information Security, Architecture and Service Management to evidence patching, vulnerability remediation, privileged access controls, disaster recovery readiness and endpoint risk management.
- Manage internal engineers, technical specialists and third-party partners to deliver reliable, secure, standardised and supportable platform services.
- Provide performance, risk, capacity, resilience, cost and change-readiness reporting to support prioritisation, investment decisions and executive assurance.

Role requirements

- Significant experience leading cloud, infrastructure, platform engineering or technology operations teams in a regulated, service-critical or resilience-focused environment.
- Strong practical knowledge of Microsoft Azure, hybrid infrastructure, networking, endpoint management, monitoring, backup, disaster recovery and operational tooling.
- Experience of Infrastructure as Code, automation, DevOps ways of working, secure engineering practices and controlled change delivery.
- Strong understanding of ITIL/service management, incident, problem and change processes, supplier delivery and operational resilience expectations.
- Ability to manage technical risk, platform lifecycle, supplier performance, audit evidence, cost control and cross-functional dependencies.
- Strong leadership, communication and stakeholder management skills, with the ability to explain platform risk, resilience, investment needs and change-readiness to senior stakeholders.