JOB DESCRIPTION

Job title	**Senior Infrastructure Engineering Manager**
Sector/Function	IMT
Department	Infrastructure & Operations
Reports to	Head of IT & Security
Grade	5

Job purpose	The Senior Infrastructure Engineering Manager is responsible for the leadership, delivery, resilience, and continuous improvement of Turning Point's core IT infrastructure services, spanning on-premises, cloud, network, end-user compute, identity, and security platforms.
	The role provides hands-on leadership to the Infrastructure Engineering team, ensuring services are secure, resilient, cost-effective, and aligned to business needs. The postholder translates strategic intent and architectural direction into high-quality operational delivery, embedding strong engineering standards, service management disciplines, and a culture of accountability and continual improvement.
	Working closely with Enterprise Architecture, Service Delivery, Information Security, and key third-party suppliers, the Senior Infrastructure Engineering Manager ensures infrastructure platforms are fit for purpose, well-governed, and capable of supporting current and future organisational demand, while maintaining a strong focus on risk reduction, availability, and operational assurance.
Key accountabilities	**Infrastructure Engineering Leadership**
	• Lead, manage, and develop the Infrastructure Engineering team, embedding a culture of high performance, accountability, and continuous improvement.
	• Manage on-call requirements as and when required via SOC, alerting and information Security function.
	• Provide clear technical and operational direction, ensuring engineers are appropriately skilled, motivated, and supported.
	• Own workforce planning, skills development, mentoring, and succession planning within the infrastructure function.
	• Act as senior technical escalation point for complex or high-impact infrastructure issues.
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Infrastructure Operations & Service Assurance

- Ensure the reliable operation of all infrastructure platforms, including compute, storage, network, cloud, identity, and core security services.

- Own infrastructure service performance, availability, capacity, and resilience.

- Ensure effective monitoring, alerting, and proactive management of infrastructure services.

- Oversee incident, problem, and change activities within the infrastructure domain, ensuring adherence to ITIL-aligned processes.

- Lead root cause analysis for major or recurring incidents and ensure corrective actions are implemented and tracked.

Technical Delivery & Engineering Standards

- Translate enterprise architecture designs and roadmaps into deliverable engineering solutions.

- Define, maintain, and enforce infrastructure engineering standards, patterns, and operational runbooks.

- Ensure infrastructure solutions are designed and implemented in line with security, resilience, and compliance requirements.

- Provide technical leadership and quality assurance across infrastructure-related projects and changes.

Cloud, Platform & Technology Management

- Manage hybrid and cloud infrastructure platforms, ensuring optimal performance, cost efficiency, and security.

- Work closely with architecture and finance teams to support cost management, optimisation, and FinOps controls.

- Evaluate emerging technologies and improvements, making pragmatic recommendations based on operational benefit and risk reduction.

Risk, Security & Compliance

- Actively identify infrastructure and technology risks, ensuring mitigations are defined, implemented, and tracked.

- Ensure infrastructure services comply with ISO27001, organisational security policies, and risk management frameworks.

- Support vulnerability management, penetration testing remediation, and security assurance activities.

- Escalate significant risks or control weaknesses to the Head of IT & Security and relevant governance forums.

Stakeholder & Supplier Management

- Build strong working relationships with internal stakeholders across business functions.

- Work closely with Service Delivery to ensure clear ownership, SLAs, and service expectations.

- Manage key infrastructure suppliers and partners, holding them accountable for service quality and contractual obligations.

- Represent IMT on internal governance groups and operational forums as required.

Knowledge, Documentation & Continuous Improvement

- Own infrastructure operational documentation, runbooks, and knowledge bases.

- Ensure lessons learned from incidents and projects are embedded into ways of working.

- Drive continuous improvement initiatives across infrastructure services and engineering practices.

Projects & Change Delivery

- Act as Operational Engineering Lead or Senior Supplier for infrastructure-related projects.

- Ensure effective handover from project delivery into BAU operations, withing engineering infrastructure capabilities.

- Support programme and portfolio delivery through pragmatic engineering input and risk-based decision making.

Dimensions		
	Direct reports	2-3
	Total staff overseen	2-3
	Internal contacts	All business Functions
	External contacts	Technology suppliers and partners
	Planning outlook	36 months
	Problems solved	As per Risk Management and Problem Resolution above.
	Financial authority	As delegated

Job title	Senior Infrastructure Engineering Manager

Area	Essential	Desirable
Personal effectiveness	• Strong people leadership skills with experience managing and developing technical teams. • Ability to balance strategic objectives with hands-on operational delivery. • Design and implementation experience in device management, InTune, Autopilot, SccM. • Experience in working within a DaaS environment • Calm, structured, and decisive under pressure. • Excellent communication skills, able to translate technical issues into business impact. • Strong stakeholder engagement and relationship management skills. • Proven problem-solving and decision-making capability using data and evidence. • Datacenters networking, Firewall technology and circuit technology MPLS etc.	• Formal coaching or leadership development training. • Experience leading teams through organisational or technology change. • Good understanding of Microsoft license and models
Technical effectiveness	• Expertise in designing, deploying, and managing converged IT infrastructures, encompassing compute, networking, storage, and security. • Knowledge of IT infrastructure design principles and best practices. • Knowledge of cloud architecture and experience with cloud service providers (e.g., Microsoft Azure, Oracle OSC.	• Project management experience. • Certifications in relevant areas such as cloud architecture (e.g., AWS Certified Solutions Architect, Oracle Cloud Infrastructure Associate/Professional) • IT service management (e.g., ITIL Foundation / Advanced) • Cybersecurity (e.g., CISSP). • Enterprise Architecture Framework skills (e.g. TOGAF)

	Cloud Infrastructure). • Strong understanding of IT security principles and best practices. • Ability to problem-solve complex BAU infrastructure issues • Familiarity with IT service management frameworks (e.g., ITIL). • Experience in managing relationships with external vendors. • Proven experience in collaborating with internal and external stakeholders.	
Acquired experience & qualifications	• Managing customer and vendor expectations • Good standard of written and spoken English • Excellent relationship management skills • Coaching and development skills • Minimum 5 years' experience working in a senior infrastructure role operating with a diverse environment (incl. compute, networks, cybersecurity and architecture development)	
Other Requirements		