



# Head of IT Infrastructure & Cloud

At Regent's University London, we have a bold mission of reimagining education, and we're looking for talented and passionate people to help us do that. We're ambitious, collaborative and curious in how we approach our work, each other, and the education we give our students. Nestled in the heart of royal Regent's Park, Regent's offers a premium experience for staff and students. We champion an environment that cultivates possibility for everyone in our community.

## Job description

### Position details

**Job title:**

Head of IT Infrastructure  
& Cloud

**Grade:**

I

**Department:**

IT Services

**Line Manager Job Title:**

Director of IT

**Job purpose**

The Head of Infrastructure and Cloud is a senior, hands-on leadership role responsible for the operational management and strategic development of the University's critical IT systems, cloud environments and network infrastructure. Working closely with the IT Director and other service leads, the role identifies opportunities for improvement, leads key initiatives, and plays a central role in delivering strategic IT projects.

To ensure the reliable, secure, and efficient operation of the University's infrastructure and associated IT systems, meeting performance targets and providing a resilient platform that supports teaching, learning, and wider institutional activities. As a senior IT specialist, tackle complex technical challenges directly while contributing proactively to the planning, optimisation, and continuous improvement of IT Services.

Providing expertise across Infrastructure and Cloud technologies, the role has oversight of core infrastructure, cloud platforms, enterprise networks, collaboration technologies, and end-user computing. The Head of Infrastructure and Cloud ensures these services are robust, secure, high-performing, and aligned with the University's strategic objectives.

**The Regent's Way** is a set of principles that guide our work and celebrate our unique offering – our strengths, our challenges and our commitment to continuous improvement.



We strive for excellence  
We don't fear failure; we learn from it  
We challenge ourselves



We're better together  
We create synergy when we collaborate  
We celebrate our successes



About people, cultures, ideas  
We're inclusive and welcoming of new perspectives  
We encourage learning and growth

## Main responsibilities

- 1 Manage and develop a small but highly talented multidisciplinary IT team, fostering a culture of innovation, collaboration, continuous improvement, and service excellence
- 2 Oversee infrastructure, networks, systems, and escalated user support to ensure secure, scalable, and highly available services.
- 3 Lead the end-to-end management of secure infrastructure, data centres, server platforms, and cloud services, ensuring resilience, performance, and security throughout the technology lifecycle
- 4 Lead the ongoing development of strategies and policies to enhance the effectiveness of ITS, ensuring the function is central to the delivery of both technology priorities and wider organisational strategic initiatives
- 5 Drive digital transformation initiatives, including cloud adoption, cybersecurity enhancements, and hybrid learning technologies.
- 6 Collaborate with academic and professional service teams to align technology capabilities with institutional KPIs
- 7 Manage operational and capital budgets, procurement processes, and vendor relationships to deliver value and efficiency
- 8 Drive digital transformation initiatives, including cloud adoption, cybersecurity enhancements, and hybrid learning technologies
- 9 Lead the development and governance of high-quality proposals, technical documentation, and performance reporting, ensuring robust standards, accuracy, and regular review cycles are embedded across all outputs
- 10 Oversee and continuously optimise backup and disaster recovery processes, ensuring robust validation, resilience, and rapid recovery capabilities across the environment.
- 11 Maintain a strong institutional cyber security posture, including tested incident response plans

- 12** Execute structured maintenance and patch management activities across operating systems and applications, safeguarding performance, stability, and security. Flexibility to support out-of-hours changes may be required where operationally necessary
- 13** Contribute to building a vibrant campus community by taking real accountability, collaborating with colleagues across the university and constantly adding value. Foster an inclusive, sustainable and safe environment for all through our EDI, Health and Safety and B-Corp initiatives and policies.
- 15** To undertake any other duties that may reasonably be requested appropriate to the grade and responsibilities of the post.

# Person specification

## 1. Position details

<b>Job title: Head of Infrastructure &amp; Cloud</b>
<b>Grade: I</b>
<b>Department: IT Services</b>
<b>Line manager job title: IT Director</b>

## 2. Person requirements

Job requirements	Assessment criteria	
	(e)ssential	(d)esirable
<b>Qualifications &amp; training</b>		
An honours degree or professional qualification in an IT-related discipline, or equivalent relevant experience.	E	
Certified in ITIL Foundation, with knowledge current and aligned to modern IT service management practices	E	
Vendor-certified expertise in server virtualization, identity and access management, and Microsoft Azure cloud platforms		D
Project management experience and relevant certifications		D
<b>Experience</b>		
Deep expertise in designing, managing, and securing Microsoft Active Directory and Azure Active Directory environments	E	
Manage the deployment and ongoing administration of enterprise server infrastructure, covering physical and virtual servers, storage systems, and virtualization platforms	E	
Demonstrated ability to manage and develop people, building capability, inspiring innovation, and driving team success	E	
Capable of leading initiatives end-to-end, integrating technical considerations with user requirements to deliver successful outcomes	E	
Lead and develop networking capabilities across the organisation, overseeing core network services, connectivity, and performance, while collaborating with third-party providers to resolve issues and optimise network operations	E	
Hands-on experience with scripting, automation, and infrastructure as code (e.g., Terraform) to optimise and scale IT operations		D
Proficiency in cloud-native technologies and container orchestration platforms such as Kubernetes		D
Strong understanding of observability, monitoring, and performance management to ensure resilient and reliable systems	E	

<b>Knowledge, skills &amp; competencies</b>		
Excellent interpersonal and communication (oral and written) skills	E	
Proven experience in IT leadership and service management within complex environments		D
Deep technical expertise across infrastructure, cloud services, cybersecurity, and enterprise systems	E	
Strong understanding of EDR, Privileged Access Management, Identity Provider (IdP) integration, and End-User Computing (EUC) management, with the ability to apply this expertise to enhance security and operational efficiency	E	
Experience in leveraging AI and machine learning tools to optimise infrastructure management, improve system performance, and enable predictive operations		D
<b>General attributes &amp; personal qualities</b>		
A commitment to inclusivity, sustainability, and continuous improvement	E	
Skilled at maintaining smooth operational interactions and improving service processes, with the capacity to act quickly and decisively when addressing problems	E	
Demonstrates flexibility in work patterns to effectively fulfil the demands and responsibilities of a senior management role	E	
<b>Other / special requirements</b>		
Demonstrates awareness of health and safety responsibilities, ensuring compliance and promoting a safe working environment	E	
Skilled at fostering open, constructive relationships across a large team to support effective collaboration and service delivery	E	