

JOB DESCRIPTION & PERSON SPECIFICATION



Job Title: Senior IT Operations Manager	Location: Hunmanby, Head Office
Department: IT	Contract: Permanent, Full-Time
Reports To: DSE Director	Direct Reports: 2 x Senior IT Officers & 2 x IT Officers

1.0 Job Summary & Role

Deep Sea Electronics is a global leader in the design and manufacture of generator controllers, automatic transfer switch controllers, battery chargers, and vehicle and off-highway control systems. With over 200 employees across four continents, we supply our products to customers in more than 150 countries, both directly from our UK head office and through a well-established international distributor network.

This is a hands-on senior leadership role responsible for shaping and delivering the organisation's IT strategy, while maintaining overall accountability for the day-to-day management and operational performance of the IT function. The role holder will assume end-to-end responsibility for the company's IT function, providing strategic and operational leadership across all technology services, infrastructure, networks, systems, applications, cybersecurity, and end-user support. They will ensure that technology capabilities are secure, resilient, scalable, and aligned with the organisation's business objectives.

The successful candidate will lead both the IT team, establish and embed robust IT governance and change management processes, and take ownership of the organisation's cybersecurity programme, including leading the journey towards ISO 27001 accreditation. They will be accountable for service delivery, infrastructure performance, information security, technology risk management, and the development and execution of the long-term IT roadmap.

Operating within a manufacturing environment, the role requires close collaboration with the organisation's parent company to ensure effective alignment, integration, and standardisation of IT services and strategic initiatives where appropriate. As a key member of the leadership team, the postholder will act as a trusted advisor and stakeholder to directors and senior business leaders, translating business requirements into technology solutions and ensuring IT investments deliver measurable business value.

This is a senior operational leadership position requiring an individual who can successfully balance strategic thinking with hands-on technical oversight. The right candidate will be equally comfortable resolving complex infrastructure challenges, leading and developing technical teams, and presenting technology strategy, risks, and opportunities to senior leadership.

2.0 Key Responsibilities & Main Duties

IT Leadership and Direction

- Define and deliver the IT strategy aligned with overall business objectives and group direction across all technology services
- Act as the senior IT advisor to the leadership team, contributing to business planning and decision-making
- Develop a scalable and secure IT architecture to support future growth and international operations



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- Drive continuous improvement across the organisation

IT Infrastructure & Operations

- Responsible for the day-to-day performance, availability, and reliability of all IT infrastructure including networks, servers, end-user computing, cloud, VoIP, and connectivity services
- Ensure IT support services are delivered to agreed SLAs across all sites
- Oversee system maintenance, patching, upgrades, and capacity planning
- Supporting a complex engineering environment
- Own disaster recovery and business continuity planning, documentation, and regular testing

Parent Company Integration & Change Management

- Act as the primary senior business stakeholder for IT integration and alignment activities with our parent company
- Taking part in international IT team meetings and activities.
- Design, implement, and embed a structured IT change management process from the ground up, ensuring it is adopted and followed consistently across the business
- Align the change management framework with parent company requirements where applicable, whilst protecting local operational continuity

Cyber Security & ISO 27001

- Lead the organisation's ISO 27001 accreditation programme from scoping through to certification
- Maintain and improve the day-to-day cyber security posture of the business
- Ensure alignment with international and parent company cybersecurity standards
- Ensure disaster recovery, data protection, and business continuity plans are fit for purpose and regularly tested
- Manage compliance with relevant legal and regulatory requirements relating to IT systems and data

Team Leadership & Development

- Lead, manage, and develop the IT team covering both support and network/infrastructure functions
- Set clear objectives, performance standards, and personal development plans for all team members
- Support the development of apprentices and longer-serving employees, building capability and reducing key-person dependency
- Foster a proactive, service-oriented culture within the IT function

Budget & Vendor Management

- Own and manage the IT budget, ensuring accurate forecasting and cost control
- Manage supplier and third-party relationships, holding vendors accountable for service quality and value
- Oversee procurement of IT systems, hardware, software, and services



3.0 Essential/Desirable Factors

Experience	
Essential: • Proven experience in a senior IT leadership or IT management role with accountability for the delivery and performance of an organisation-wide IT function • Demonstrable experience developing and implementing IT strategies that align technology services with business objectives • Strong leadership experience managing and developing a multi-disciplinary IT team, including infrastructure, networks, service desk, and support functions • Experience managing enterprise IT infrastructure, including servers, networks, cloud services, cybersecurity, business continuity, and disaster recovery • Proven track record of delivering reliable IT operations and service management within a complex business environment • Proven track record of implementing, establishing and managing IT governance, policies, procedures, and change management frameworks • Demonstrable experience leading or supporting ISO 27001 implementation, accreditation, or maintenance activities • Strong understanding of cybersecurity principles, risk management, compliance requirements, and security best practices • Ability to communicate complex technical concepts to non-technical stakeholders and senior leadership teams • Proven ability to build effective relationships and act as a trusted advisor to directors, senior managers, and key business stakeholders within group structures • Experience leading information security initiatives and driving improvements in organisational security maturity • Demonstrable experience managing third-party suppliers, technology vendors, contracts, and service level agreements • Experience developing and managing IT budgets, forecasting expenditure, and ensuring value from technology investments	Desirable: • Experience working within a manufacturing or engineering business • Familiarity with parent company / group IT integration environments • Experience in a multi-site organisation • Experience supporting mergers, acquisitions, integrations, or parent company alignment activities • Previous experience reporting directly to executive leadership or board-level stakeholders



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• Strong project and programme management skills with a track record of delivering technology initiatives on time and within budget • Experience identifying opportunities for process improvement, operational efficiency, and technology innovation. • Excellent analytical, problem-solving, decision-making, and organisational skills • Experience operating within a manufacturing, industrial, engineering, or similarly operational environment. • A hands-on approach with the ability to provide technical guidance and support when required	
Skills & Attributes	
Essential: • Strong leadership and people management skills • Excellent communication skills — able to translate technical issues clearly for non-technical stakeholders • Pragmatic problem-solver who can balance operational priorities with longer-term improvement goals • Commercially aware with good cost management and vendor negotiation capability • Able to work effectively in a fast-paced, hands-on environment • Willingness to travel	Desirable:
Qualifications	
Essential:	Desirable: • ITIL Foundation or above • ISO 27001 Lead Implementer or Auditor certification • Relevant cyber security certification (e.g. CISSP, CISM, or Cyber Essentials Plus) • Project management qualification (PRINCE2, PMP, or equivalent) • Scrum certification

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