

Director, IT

Role Purpose

The Instant Group (Instant) specialises in real estate and agile workspace solutions globally for some of the world's largest organizations. Instant operates across 3 continents, comprising of a successful transacting online business (www.instantoffices.com), data & research services ([Insightservices](#)), real estate consulting practice (www.incendiumconsulting.com) and advising and delivering agile real estate solutions ([Whatwedo](#)).

Instant continues to grow and there is an opportunity with this role to contribute to its success through the application of improved technology and insight solutions for our clients and internal customers. Instant wishes to increase its senior IT management capacity by appointing a commercially minded IT Director reporting into the Chief Technology Officer (CTO).

You will be part of a small but capable IT team and supported by a strong set of suppliers. You will be as equally comfortable managing and maintaining good IT service as you will delivering strategic change across both an applications and infrastructure estate. Capable as a manager and leader but also willing to work in the detail to ensure the successful technology outcomes are achieved.

Key Responsibilities

Your responsibilities will include but are not limited to:

- **Strategy & Change:** Aligned to the strategic objectives of the business, you will build a prioritized picture of technology needs across the organization. Working with senior management teams to initiate these changes through a formal business planning or business case process. Where responsible, ensuring the approved initiatives are mobilized and delivered in a controlled and efficient manner across scope, risk, quality, time and cost.
- **Application Portfolio Management:** Ensuring the backlog of changes across our core applications are captured, benefits defined and prioritized in line with business strategy. Managing the suppliers and delivery teams to ensure the pipeline is successfully delivered within the agreed timescales.
- **Team Management:** You are responsible for ensuring your team objectives and priorities align to the strategic direction of the business. Ensuring the team is well balanced to meet the needs of Instant and its agreed priorities. Motivating team members and recognizing good performance, ensuring a culture of collaboration and communication within and across teams to maximize effectiveness and foster a positive working environment. Coaching staff where needed to ensure they perform to the best of their abilities.
- **Stakeholder Management:** As the senior IT business partner within Instant you will liaise with and build productive relationships with the global management teams. Ensuring the technology team are delivering a fit for purpose service and future needs are understood and prioritized.
- **Service Management & Operational Performance:** Paramount to the role is to ensure the core business service is maintained to the expected standards. Including but not limited to; our revenue generating 24/7/365 websites, our CRM's that support a global operation and our client facing technology solutions.
- **Risk, Policy, Security & Resilience:** Protecting the business and ensuring it can grow and perform by applying a best practice but pragmatic approaches to ICT Policy, cyber security, IT Service resilience and data protection.
- **Supplier & Performance Management:** You will ensure Instant has the right mix of suppliers to cater for current and evolving IT requirements. New suppliers are selected in line with the procurement team expectations. Suppliers meet the expected and contractual standards. Positive relationships are maintained, and issues escalated and resolved where needed.
- **Budget Management & Cost Control:** Ensuring operational and change budgets are set and approved. Costs are controlled, forecasts are maintained, and deviations escalated.
- **Client activity:** Working directly with Instant clients when needed. Either from a client solution perspective or IT compliance activity during client supplier audits.

Background and Experience

- You will have previously maintained similar posts as an IT Director in a small – medium sized organization where you have been responsible for applications through to infrastructure and service management through to change.
- You will have had exposure to how large enterprise runs and advances their technology. Understanding technology at scale and the considerations required.
- You will be commercially focused and have a passion for how technology and data can drive value, growth, and good customer experience. Translating business strategy into technical strategy and subsequent successful delivery.
- Experienced at managing high performing distributed teams including internal staff, on shore and offshore suppliers.
- You will ideally have experience of managing IT services that support the running of a profitable online business, where you have been involved with evolving the product technically and commercially.
- An open and direct communicator, you will be comfortable liaising with people at all levels of seniority including external clients and be adept at translating complex and technical into simple understandable language.
- Good working knowledge of service management principles, ITIL and running an IT operational department.
- Extensive experience of delivering technology / digital change with a good working knowledge of Prince 2, Agile / Scrum project management and change approaches.
- Aware of cybersecurity best practice and standards needed to protect our data, our business, and our clients.
- Client facing experience would be beneficial ideally in the area application or business intelligence solutions.

Working at Instant – London

About The Instant Group

The Instant Group is a workspace innovation company that rethinks workspace on behalf of its clients. Instant help their clients to move their business forward by providing insight on the real estate market and creating and delivering bespoke workspace solutions. Instant put their customers' business at the heart of the workspace solution and specialise in injecting agility and flexibility into solutions, reducing cost and driving enterprise performance. Instant delivers solutions for FTSE 100, Fortune 500, and SME clients. Instant has offices all over the world and clients in more than 150 countries and is a market leader in flexible workspace. Its listings' platform [Instant Offices](#) hosts more than 15,000 flexible workspace centres across the world and is the only site of its kind to represent the global market,

In 2019 Instant acquired Incendium Consulting Ltd, an independent corporate real estate consultancy that provides large real estate services procurement, consulting, talent and change management programmes to blue-chip clients. Together, Instant and Incendium give clients access to independent market-leading consultancy, world class data and delivery options that transform their approach to workplace in what is a truly distinct offer in the market.

A business is only as good as its people

It's not all noses to the grind-stone though; this is a dynamic place to work, where colleagues solve challenges and grasp opportunities together and support one another. With a common purpose that glues the organisation together, everyone is pulling in the same direction with a truly client centric focus. We are proud of our differentiated client approach and our exceptional people. We are committed to offering a great place to build a career.

Instant is a values-driven organisation. We adopt and live by our values:

- We are passionately client focussed 24/7, 365
- We operate with integrity and a sense of fun
- We build long term client relationships based on trust
- We question convention with the desire to improve performance
- We collaborate in teams to create solutions that solve client problems
- We strive for excellence in all that we deliver
- We attract and develop the most talented people

To support our ambitious growth plans, we want to attract and develop the best people – resourceful, committed individuals with relevant experience and a client-centric mindset.

The details

We pay market salaries and the right person will be offered a package according to their experience.

You will be based at our head office at the Blue Fin Building in Southwark but may be required to work on a client site. The building boasts amazing views over London with café, coffee shop, roof terrace and paid gym in the basement.

The area itself (Bankside) is one of the oldest parts of London – entrepreneurs, artists and revellers have flocked here for almost 2,000 years. It is one of London's most vibrant areas, with a heady mix of culture, foodie delights, attractions and architecture. Bankside was once known as London's larder, it's a title that lives on today in the fresh produce of Borough market and the wealth of fine restaurants, pavement cafes and shops surrounding it.

You will work 9am to 6pm Monday to Thursday and 9am to 4pm on Fridays.

For more information please contact Mark Maxwell:

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