

IT Manager

Information Pack

Closing date - 5 January 2026

Duration: Permanent

Salary: £45,974 – 54,430 per annum (pay award pending)



Dros ddysgwyr, dros Gymru
For learners, for Wales

Welcome

This is a great time to join us at Estyn. We're actively supporting schools and other providers through exciting reforms in Welsh education. Our work makes a real difference to learners across Wales and at Estyn, they're at the heart of everything we do.

We're proud to play a vital role in improving education and training. Our people are passionate about what they do, and we work collaboratively to deliver high-quality services that promote accountability, support improvement, and help shape the future of learning in Wales.

We're looking for an IT manager who brings a calm, thoughtful approach to managing risk, shaping secure systems, and supporting the organisation through meaningful digital change. You'll combine strong technical insight with a collaborative style, helping colleagues navigate complex issues with clarity and confidence. This role is ideal for someone who enjoys improving systems, strengthening resilience, and building productive relationships across teams and partners.

By joining us, you'll become part of a forward-thinking and evolving organisation, one that's committed to learning, improvement, and the development of its people. You'll also gain access to opportunities across the wider Civil Service, giving you room to grow and shape your career.

This pack includes more information about what it's like to work with us, details about the role, and guidance on how to apply.



Owen Evans, HMCI

Why work for Estyn?

We are the education and training inspectorate for Wales. Our aim is to improve the quality of education and training for learners in Wales. One of our key roles is to inspect education and training in Wales to give assurance to the public and government regarding educational standards.

We help education providers, such as schools and colleges, to improve quality and outcomes. We also advise the Welsh Government about educational policy and prepare reports on a wide range of educational issues and themes. Further information on our work can be found [here](#).

Our work makes a real difference to learners in Wales, and we know that it's our dedicated team who help make that happen.

We believe in supporting and valuing every member of our team. From day one, you'll be welcomed into a friendly, professional environment where your ideas and contributions matter. You'll receive a thorough induction to help you understand how your role fits into our shared mission. You'll be part of a collaborative network of colleagues, both within your team and across the wider organisation.

We're committed to helping you grow. You'll have access to a wide range of learning and development opportunities to build your skills and support your career journey, whether that's through individual training or team development.

If you care about making a difference and want to work somewhere that supports your development and values your wellbeing, Estyn is a great place to work.

Diversity and inclusion

We're committed to creating a workplace where everyone feels welcome, supported, and able to thrive. At Estyn, we value different perspectives and lived experiences which help us grow stronger as an organisation and make better, more informed decisions for the learners and communities we serve.

We know that a diverse team brings fresh ideas, richer conversations, and stronger outcomes. That's why we encourage applications from people of all backgrounds, cultures, and experiences.

A key strategic priority is to increase the diversity of our workforce. Our commitment to recruiting and attracting diverse talent extends to actively encouraging applications from underrepresented groups including ethnic minority, and disabled people. We adopt inclusive recruitment practices including blind shortlisting of candidates and are proud to be a disability confident employer, offering support with adjustments through our process to make sure you can be at your best.

By working together and celebrating what makes each of us unique, we can continue to make a meaningful difference to education in Wales.



Flexible and hybrid working

At Estyn, we believe flexibility helps our people do their best work while maintaining a healthy work-life balance. That's why we support a hybrid working approach for our Central Services team.

Typically, this means working from home, with regular office attendance in Cardiff office, generally one day per week. It's a great opportunity to collaborate, catch up in person, and stay connected. There is also the flexibility to work more in the office should that be your preference.

We also hold Central Services get-togethers and all-staff conferences throughout the year to bring everyone together, share updates, and strengthen our sense of community.

We operate a flexitime system too, giving you even more freedom to shape your working day in a way that suits you and meets business needs.

It's all about trust, balance, and supporting each other to work well, wherever we are.

Who we're looking for

You will be responsible for ensuring Estyn's compliance with statutory and regulatory requirements in relation to information security, business continuity, disaster recovery, and technology assurance. They will also oversee change projects, including migration of systems and services to cloud-based platforms, ensuring best practice in cyber security and alignment with government standards such as Cyber Essentials.

Key tasks include:

- Lead the development, implementation, and monitoring of Estyn's IT compliance framework, ensuring alignment with government policies, NCSC guidance, and relevant legislation.
- Work closely with the Inspection Operations and Quality Assurance Manager to ensure the smooth running of our critical IT systems.
- Oversee the organisation's business continuity and disaster recovery planning, ensuring plans are up to date, tested regularly, and effectively communicated to staff.
- Act as Estyn's lead for Cyber Essentials compliance, coordinating assessments, remediation activities, and certification.
- Manage and deliver change projects involving migration of services into the cloud, ensuring security, cost-effectiveness, and minimal disruption to business operations.
- Lead IT procurement exercises, including specification development, tendering, supplier evaluation, and contract award.
- Manage Estyn's IT service desk to ensure the delivery of a high-quality, customer-focused service that supports the organisation's operational and strategic needs.
- Ensure robust contract and supplier management, providing challenge to proposed solutions, monitoring delivery against agreed KPIs, managing risk, and achieving value for money.
- Develop and maintain strong relationships with internal stakeholders, Welsh Government Digital colleagues, and external suppliers, ensuring shared understanding of risk, compliance obligations, and delivery expectations.
- Provide assurance and regular reporting to senior leadership and the Audit and Risk Committee on IT risk, compliance, procurement activity, and resilience.
- Champion a culture of continuous improvement, knowledge sharing, and staff awareness in cyber security, IT resilience, and procurement practice.
- Line management of the Knowledge & Information Systems Officer

Person specification

It is essential that you have:

- A proven experience in IT risk management, compliance, or assurance roles within the public or regulated sector.
- Demonstrable understanding of cyber security standards, including Cyber Essentials and NCSC guidance.
- Strong experience in business continuity and disaster recovery planning, including testing and evaluation.
- Track record of delivering IT change projects, including migration to cloud services (e.g., Microsoft 365 and Azure).
- Strong contract management experience, including supplier performance monitoring, risk management, and ensuring value for money.
- Excellent stakeholder management skills, with the ability to communicate technical and commercial issues clearly to non-technical audiences.
- Strong analytical and problem-solving abilities, with the capacity to prioritise and manage complex workloads.
- Understanding of data protection, GDPR, and information governance best practice.

It is desirable that you have:

- Professional qualifications relating to IT service management (e.g. ITIL), project management and delivery (e.g. Agile), Cybersecurity and compliance.
- Ability to work through the medium of Welsh.

Key behaviours

- Communicating and influencing
- Changing and improving
- Delivering at pace
- Making effective decisions
- Managing a quality service

Further information and example of these behaviours are detailed in the [Success Profiles - Civil Service Behaviours](#) at Grade SEO.

Benefits of joining Estyn

In addition to a good work/life balance, job satisfaction, a supporting culture, ongoing learning and development opportunities and professional development, you can also expect other benefits, including the following:

- Competitive salary and incremental points meaning that you will normally reach the maximum of the pay scale within two/three years of joining us.
- Generous holiday entitlement – 41 days away from work each year (made up of 31 days of annual leave, plus 10 public/privilege holidays (pro-rated for those who work part-time).
- Flexible working - We operate a flexi-time system, giving you the freedom to shape your working day in a way that suits you and meets business needs.
- Excellent pension - When you join Estyn, you'll automatically become part of the Civil Service Pension scheme, one of the most valuable pension schemes in the UK. We invest in your future by contributing **28.97%** of your salary which equates to **£13,318** helping you build a strong and secure pension for later in life.
- Support for your wellbeing – We provide an hour of wellbeing time per week (pro-rated) for staff. We also provide an employee assistance programme, free annual health checks, seasonal flu jabs, a free eye care scheme and access to Health Insurance Plans through Civil Service Healthcare.
- Support for your family life – generous family friendly policies including maternity, paternity, adoption leave.
- Tax-free savings – Access to a cycle to work scheme.
- Special offers and discounts – Access to a range of discounts and exclusive offers through the Civil Service Social Club – Sports and Leisure, the Civil Service Motoring Association, the Civil Service Insurance Society and the Charity for Civil Servants.

Apply now!

Enquiries: If you have any questions about the role, please contact **Rhidian Dafydd** on rhidian.dafydd@estyn.gov.uk.

Apply online: To apply for the role please visit - [JobBoard \(estynpeoplehr.cymru\)](https://estynpeoplehr.cymru).

Closing date: 10:00am on 5 January 2026

Alternative arrangements or accessible documents: If you'd like to apply or access this document in an alternative format, please contact us to discuss your requirements.

Selection process and key dates

You are able to apply in Welsh or English. An application submitted in Welsh will not be treated less favourably than an application submitted in English. Your application may be translated into Welsh or English (depending on the majority language of the panel).

The selection process includes:

- **A sift of applications:** The panel will consider all complete applications. The information you give us in your application is important in deciding whether we will invite you to the next selection stage. Candidates will be assessed at sift on all essential criteria as per the person specification. Desirable criteria will be assessed at sift where there is a strong field of candidates as a second stage after essential criteria have been considered.
- **Assessment and Interview:** Candidates invited to assessment and interview will again be assessed on their skills, experience and behaviours in relation to the person specification. The assessment will include a facilitated discussion with non-technical colleagues which is designed to assess how well candidates can communicate technical information to non-technical audience. Candidates will also be expected to deliver a presentation at the beginning of the panel interview. Full details will be shared when candidates are invited to interview. Assessments and interviews will take place on 16 January at Estyn's office in Cardiff.

Future vacancies and reserve lists: If you are appointable, but there isn't a suitable post immediately available, we may add you to a reserve list. The reserve list is valid for up to twelve months from the date we confirm the outcome of your application. The outcome email will confirm if you are on a reserve list. If a suitable vacancy occurs during that period, we may recommend you for appointment. We appoint from the reserve list in merit order.

Artificial Intelligence

Artificial Intelligence (AI) tools can be helpful in various stages of applying for a job. You could use AI as a tool to research Estyn and the job you're applying for. You could also use it to organise your thoughts, refine your writing or to help you prepare for an interview. We are keen to get to know you as a person so you must ensure AI aided content maintains your authenticity.

You must not use AI tools to:

- Exaggerate qualifications
- Misrepresent your experiences
- Copy and paste generic responses without editing them to ensure they are appropriate for you and the role you are applying for.

How we use AI

At Estyn, we may use AI to generate ideas for Job Adverts, Job Descriptions, assessments, and interview questions, but we will never use AI tools to make selection or hiring decisions.

Recruitment principles

Our recruitment processes are based on the principle of selection for appointment on merit on the basis of fair and open competition. We follow the [Civil Service Commission's Recruitment Principles](#).

Our recruitment processes also align with the [civil service code](#), which forms part of the terms and conditions of every civil servant.

The Civil Service Code outlines the core values of the Civil Service:

- Honesty
- Integrity
- Impartiality
- Objectivity

If you feel we have not treated your application under the Principles or the Civil Service Code and you want to make a complaint, in the first instance please contact [Estyn's recruitment team](#).

If you're not satisfied with the response you receive from us, you may be able to ask the [Civil Service Commission](#) to consider your complaint further.

