

Job Description

Role Information

Job Title	Associate Director – Technology Services
Directorate (and Team)	Digital Solutions
Location (supported by Hybrid Working)	Birmingham, Manchester or Leeds
Full Time or Part Time	Full Time

Company Overview

Ardent is the UK's leading provider of land, consent management and stakeholder engagement services to support major infrastructure and regeneration projects from concept to delivery.

We are Project Managers, Chartered Surveyors, Engagement specialists and Land Referencers, based in London, Birmingham, Warrington, Leeds, Glasgow and Dublin and supporting projects throughout the UK and Ireland.

Established in 1992, we are a high-growth business with a client portfolio that includes some of the biggest players across our four core sectors of transport, renewables, utilities and regeneration.

We are passionate about delivering life-improving change for communities and future generations and we are proud to play a key role in facilitating and delivering the UK and Ireland's net zero and growth agendas, improving connectivity, enabling the repurposing of high streets and town centres and delivering new homes.

We are problem-solvers that are outcome focused working collaboratively with our clients to provide strategic advice and services that identify and mitigate risks, deliver efficiencies, delivering buildable consents and then implementing those consents to positively change people's lives and the world that we live in.

Role Purpose

As we continue to grow, Ardent is investing in its Digital Service. Digital is a strategic enabler of Ardent's future: modernising how we operate, improving the reliability and security of our technology, and accelerating our journey to becoming a digital-first organisation.

Our digital strategy focuses on three core themes:

- **Digital Foundations:** modern, reliable, secure and scalable technology services.
- **Digital Growth:** introducing data-led decision-making, automation and digital products to drive smarter ways of working.
- **Digital Confidence:** giving our people the capability, tools and support to thrive in a modern digital environment.

Technology is a critical part of these foundations ensuring Ardent's IT services are stable, safe, future-ready and aligned with our growth ambitions.

The **Associate Director – Technology Services** is a pivotal leadership role within the Digital Directorate. Reporting to the **Head of Digital**, the role leads Ardent's Technology Services and is responsible for shaping the reliability, security, and strategic direction of Ardent's core IT services.

This role safeguards the digital foundations of the business ensuring our systems, suppliers, and services are robust, secure and ready to support a rapidly growing, increasingly digital organisation. It also plays a key enabling role in Ardent's digital transformation by modernising IT services, improving user experience, tightening cyber resilience, and preparing Ardent for its next-generation IT contract.

Values Alignment & Shared Commitment

The Associate Director for Technology Services is an ambassador of the Ardent values, promoting a culture of integrity, collaboration and excellence, inspiring a commitment to inclusivity, change and innovation.

Ardent Values

- Thirst for knowledge - We embrace every opportunity to learn, grow and continuously improve
- Own it - We do what we say we will do. We own our individual actions, are accountable for them, and take pride in adding value
- Be the difference - Focus energy to make things happen. Go beyond process. Stand up, Stand out
- Enjoy the journey - Have fun, be engaged and be proud to be Ardent
- Adapt - We drive change and innovation to deliver growth and new opportunities in an ever-changing world

Key Accountabilities, Responsibilities & Outcomes

Accountabilities and / or Responsibilities	Outcome
Technology Service Leadership	Lead day-to-day technology operations, ensuring stability, service quality and positive user experience. Embed IT service management processes. Own the relationship with the outsourced IT provider
Define the future technology strategy	Develop a technology strategy and roadmap aligned with Ardent's digital ambitions. Identify opportunities for modernisation, efficiency and innovation. Introduce new tools, platforms and capabilities where they provide business value
Lead the IT tender preparation	Define requirements, service model options, performance measures and governance. Ensure commercial arrangements incentivize service excellence, innovation and value for money
Strengthen cyber resilience	Embed discipline, governance and proactive risk reduction. Ensure compliance with security standards and support the business in maintaining safe working practices. Work with the Head of Digital on cyber risk reporting and improvements

Supplier & Stakeholder Engagement	Act as the bridge between the business and IT suppliers, ensuring alignment, clarity and accountability. Translate business needs into technical and service requirements. Provide clear communication, reporting and expectations.
Digital Transformation Alignment	Work closely with Digital Transformation, AI & Automation and Solutions Development teams. Ensure foundational technology supports and accelerates digital initiatives. Contribute to building a confident, digitally capable organisation.

Key Competencies, Skills & Experience

Competency, Skills & Experience	Outcome
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Technical & Strategic Skills	Experience leading IT services in a complex or multi-site environment. Strong understanding of IT operations, infrastructure, networks, and cloud services. Experience managing outsourced IT contracts and supplier performance. Knowledge of IT service management frameworks (ITIL or equivalent). Strong cyber and information security awareness.
Leadership & Delivery Skills	Ability to influence, build trust and communicate clearly with technical and non-technical staff. Experience shaping or contributing to technology strategy. Proven ability to deliver improvements that enhance service and user experience. Ability to drive structure, governance and process maturity.
Mindset & Behaviours	Passion for making things better and modernising outdated processes. Comfortable challenging the status quo and leading change. Collaborative, supportive and able to work cross-functionally. Curious, proactive and always looking for ways to innovate.

What we offer

We are a purpose, and values led business with a strong focus on personal growth and opportunities to contribute to impactful infrastructure and regeneration projects across the UK and Ireland, living our purpose in delivering life improving change for communities and future generations.

We promote a supportive and collaborative culture, where our people are empowered through coaching, hybrid working, and a healthy work-life balance. Our commitment to professional development is clear, from supporting early-career professionals to enabling progression through professional qualifications and continuous learning, living our Thirst for Knowledge value. We provide purposeful work, which includes our contributions to the UK's net zero agenda and community regeneration, and seek people who value the opportunity to solve complex challenges in a culture that thrives on innovation.

We're a fast-growing business with a culture centered on learning, innovation, and opportunity. Through our company-wide coaching programme, we empower our people with faster, personalised career development, a deeper connection to our culture and values, and greater ownership of their progression.

We're looking for curious, ambitious individuals who thrive in a dynamic, purpose-driven environment, where learning, openness, trust, and collaboration are at the heart of everything we do. We also know the importance of enjoying the journey, which is why we value social connection and having fun along the way.

We offer a comprehensive benefits package designed to support the health and wellbeing, engagement, and work-life balance of our team. From day one, our people have access to hybrid working, 25 days of annual leave (with options to buy or carry over), enhanced maternity and paternity pay, and a company pension scheme.

We provide Benenden Health Care, offering mental health support, 24/7 GP services, physiotherapy, optical and dental cover, and personal accident protection (depending on level). Additional benefits include the Cycle to Work scheme, electric car leasing, recognition awards, long service leave, and a discretionary annual bonus scheme, all designed to ensure our people feel valued and supported.

We're proud to be an equal opportunities employer, and we're passionate about creating a workplace where you're empowered to bring your authentic self to work every day.

We are committed to building a diverse, inclusive team where everyone belongs. We welcome talent from all backgrounds and actively encourage applications from underrepresented groups.

If you're ready to grow with a business that's scaling rapidly and making a real impact, you're in the right place!

To apply or learn more about this opportunity, please submit your CV to recruitment@ardent-management.com