

Role Summary

As an End User Computing Manager, you'll collaborate closely with stakeholders across Foster + Partners (F+P) to understand their needs and deliver smart, user-focused digital solutions. You take on a challenging role within a dynamic and growing company. We are looking for a dedicated professional to manage the delivery of end user computing services ensuring we have the capability to provide an exceptional end user experience across different regional locations.

This role is dynamic and evolving to meet the needs of F+P. You'll start by gaining a deep understanding of F+P systems, services, and culture. Before long, you'll be the go-to person for End User Computing support — helping users with confidence and working behind the scenes to contribute to the development of industry-leading technology alongside our wider team.

This is a fantastic opportunity to help shape the digital future of F+P that values innovation, collaboration, and continuous improvement.

Role Definition

Job title: End User Computing Manager
Reporting to: Head of IT Digital Workplace

Responsibilities

- Team Management:
 - Lead and support a small team responsible for End User Computing operations.
 - Set goals, monitor performance, and foster professional development within the team.
 - Provide guidance, coaching, and workload prioritization to ensure high-quality delivery.
 - Helping to define KPI's and SLA's and ways of recording and tracking them as well as ensuring team meets them.
- Support:
 - Oversee the end user computing environment, including desktops, laptops, mobile devices, printers, and core applications.
 - Provide direction to end users in relation to technical approaches and solutions.
 - Support the team in the management and maintenance of all EUC deployments including testing, installation, commissioning and replacement by analysing and comparing a range of options.
 - Provide support to end users as part of a programme of work that will transform the way in which End Users use, and engage with, Technology Services.
 - Provide support to enable the specification and justification for the purchase of physical assets and software licenses in relation to EUC and align to Procurement requirements.
- Hardware Standards & Maintenance:
 - Manage and track all aspects of hardware assets.
- Continue Service Improvement:
 - Promote a culture of continuous improvement and innovation in the end user computing service.
 - Provide critical expertise into EUC modernisation efforts across hardware, tools, standards, and lifecycle management, working closely with Technology leadership and business stakeholders.
 - Identify and critically evaluate areas which will benefit from investment, in line with team objectives with an awareness of the departmental strategy.
- End User Projects:

- Support the integration of existing and emerging technologies in an efficient and secure manner, while ensuring operational stability is maintained.
- Effectively plan and manage the impact of changes to the environment across F+P, through Project Management, Change control, and communication.
- Provide timely specialist advice in relation to the provision of EUC solutions and related technology to deliver service specific requirements and wider more general approaches across F+P
- Customer Escalation:
 - Acting as a point of contact for escalations within the team and a trusted advisor.
 - Contribute and support escalations for Incidents (including major incidents) and requests.
- General
 - Contribute, or otherwise assist, as required.
 - Equity, diversity & inclusion (EDI) is a core priority. To support and champion the embedding of this focus as a collective workforce responsibility, EDI should be integrated, where relevant, into all workstreams.
 - Thorough knowledge of and compliance with F+P procedures and standards.

Qualities and Skills Required

- Legally able to work in the country in which the position is based
- Able to manage sensitive and sometimes confidential information.
- 5+ years of experience in a similar role.
- A high level of general education to degree level or equivalent.
- A good understanding of IT Technologies in End User Services / Digital Workplace and Infrastructure and Operations.
- Experience managing EUC platforms, asset lifecycles, compliance and hardware estate.
- Leadership capability – coaching, team development
- Excellent communication skills, with the ability to interact with staff at all levels at F+P, recognising the demands of IT Services and the specific challenges that these present
- Excellent influencing skills, with the ability to build credibility and deliver effectively through a matrix management structure, working with colleagues from different backgrounds and operating cultures.
- Analytical skills: outstanding analytical and problem-solving abilities evidenced through real-life problems that have been overcome.
- Experience working with customers: high attentions to detail, well organised, and ability to engage and build relationships with both employees and business stakeholders.
- Experience delivering and managing end user computing services in both large, complex organizations and smaller, more agile settings.
- Excellent organisational skills.
- Able to manage sensitive and sometimes confidential information.
- Self-motivated and able to take responsibility.
- Able to demonstrate initiative and a proactive approach to daily tasks.
- Good interpersonal skills and able to work independently and as part of an effective team.
- Flexible attitude.
- Able to build good relationships at all levels, internally and externally.
- Resilient to cope with conflicting demands, able to prioritise duties and work effectively under pressure.

- Able to work as part of an effective team assisting and supporting team members

Desirable

- Relevant Microsoft qualifications and/or training.
- Knowledge and understanding of ITIL.
- Experience working in agile environments.
- Managed Service Provider Experience: Experience of different environments working with or for a Managed Service Provider (MSP) and in end user environments.

This description reflects the core activities of the role but is not intended to be all-inclusive and other duties within the group/department may be required in addition to changes in the emphasis of duties as required from time to time. There is a requirement for the postholder to recognise this and adopt a flexible approach to work. Job descriptions will be reviewed regularly and where necessary revised in accordance with organisational needs. Any major changes will be discussed with the postholder.