

# Job vacancy

## Head of Platform

Date: November 2025

---

### Looking for an exciting and rewarding career?

theidol.com is looking for a Head of Platform to ensure the organisation's digital infrastructure is robust, scalable, and resilient.

The Idol is a successful financial technology business based on the edge of the stunning Lake District Nation Park in Cumbria. Our location offers the opportunity for an exceptional work life balance, allowing you to enjoy the countryside, find inspiration and unwind.

We've been innovating in financial services since 1999 and are dedicated to transforming insurance technology to protect what matters.

As part of the Legal & General Group (since 2010), we proudly partner with household brands such as Go.Compare, ComparetheMarket and Confused.

We are committed to early adoption of new technologies, progressive working practices and supporting everyone to be accountable to deliver their best quality work. You can find out more on [our website](#).

### Job purpose

Working collaboratively with senior technical team, agile development squads, and other key stakeholders, you will support and enable the delivery of industry-leading customer journeys across all platforms.

The Head of Platform develops and continually enhances the organisation's deployment practices, infrastructure capabilities, and operational resilience to meet strategic objectives. The role includes line management responsibility for three team members and may also hold responsibility for the day-to-day fulfilment of regulatory functions and IT controls. Through proactive leadership and continuous improvement, the Head of Platform ensures the organisation's platforms are high-performing, secure, and capable of supporting growth.

### Principle accountabilities

- Deploy, automate, maintain, and manage cloud and on-premises infrastructure to ensure the availability, performance, scalability, and security of production systems.
- Optimise the platform for cost-effectiveness and for the efficient delivery of software and services to customers.
- Continually review and evaluate system architecture and working processes, suggesting improvements wherever possible.
- Manage the observability platform and lead a squad participating in on-call rotas for triaging issues affecting key systems.
- Actively encourage best practice working methods through in-house and external training or demonstrations.

- Oversee the day-to-day fulfilment of regulatory functions and IT controls, contributing to the maintenance of compliance certifications such as ISO 27001 and PCI DSS.
- Ensure the quality, documentation, and stability of delivered Platform solutions are maintained to a consistently high standard.
- Effectively communicate Platform rationale and strategy to a range of stakeholders.
- Consider, relevant to your role, the needs and objectives of all our customers, including vulnerable customers, to ensure that they receive good outcomes.
- Manage, motivate, and develop employees at all levels, in a manner that is consistent with the Company's policies and procedures, to maximise the performance of the area.

## Person specification

### Knowledge, experience, and qualifications

- Deep experience with IaC management of systems and networks in a multi-region Cloud environment using Terraform, OpenTofu, or Ansible. Experience in AWS a plus.
- Experience with operating relational and non-relational data storage systems such as PostgreSQL, Elasticsearch, Redis, and MongoDB.
- Experience with running a customer data platform and data warehousing solution.
- Experience working with delivering white-labelled solutions with multiple partners and stakeholders.
- Hands-on experience with Internet technologies such as DNS, TCP, WAF, SMTP, HTTP.
- Experience with Linux-based operating systems and its catalog of tools.
- Experience with languages such as Python, Go, or Typescript.
- Managerial experience of a distributed technical team including coaching of each team member.

### Behaviours

- Providing verbal and written communication in English that is clear and concise to colleagues, senior management, as well as other stakeholders.
- Demonstrates flexibility and adaptability, changing direction where required and quickly mastering new and existing technologies to meet evolving demands.
- Acts as a voice of experience within the team, ensuring the organisation's platform strategies are clearly communicated and understood by development teams.
- Manages multiple concurrent projects effectively, prioritising demands and requirements to achieve outcomes.
- Builds strong relationships through approachable, friendly, and supportive leadership, creating a positive and motivated team environment.
- Embraces change and drives platform strategy forward with enthusiasm and resilience.
- Takes ownership and accountability for their role and conduct to ensure good outcomes for customers.

## Scope

This is a full-time Monday to Friday role working an average 37.5 hours per week.

Hybrid flexible home/office working supported. There is a requirement to attend the office in Cumbria approximately twice a month or as frequently is required to meet the role requirements (expenses will be provided depending on your location).

Salary in the range of £60,000 to £90,000 depending on experience, 27 days holiday plus public holidays, plus performance rated bonus, enhanced pension, and generous private medical, family, sickness and insurance benefits, and share schemes.