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TECHNOLOGY AND DIGITAL MANAGER

Job Title:	Technology and Digital Manager
Employer:	Rape Crisis South London, on behalf of itself and the London Survivors' Collective
Responsible to:	Director of Finance & Resources (RCSL). For LSC work, day-to-day priorities are agreed with the LSC Director
Line management of:	None currently
Salary:	£43,000 - £46,545 dependent on experience
Type of Contract:	Permanent
Hours of Work:	35 hours a week, split equally: 17.5 hours for Rape Crisis South London and 17.5 hours for the London Survivors' Collective. Some flexibility on how these are worked, by agreement.
Location:	Croydon 3 days a week, with hybrid working available by agreement. Occasional travel to LSC member organisations across London.
Closing Date:	14 December 2026

ABOUT US

VISION: A world free from sexual violence, where survivors are believed, respected, and supported.

MISSION: Providing specialist support to women, girls & children from age 4 who have experiences rape and/or sexual abuse.

HISTORY: Rape Crisis South London was launched in 1985 as part of a Women's Aid project, providing professional support to survivors of sexual violence. In 2001 we became an independent charity based in Croydon, under the name Rape and Sexual Abuse Support Centre (RASASC). In December 2024, we changed our name to Rape Crisis South London. In 2025 marked 40 years of supporting survivors across South London. RCSL is England and Wales's only Rape Crisis Centre solely dedicated to sexual violence, supporting women, girls and children

VALUES: HOPE, a future beyond survival. SOLIDARITY, never walking alone. EMPOWERMENT, growing stronger, side by side.

OUR SUPPORT: We offer therapy, counselling, legal advocacy and casework to survivors of sexual violence who live or work in South London, or whose experience took place here.

It doesn't matter of ethnicity, religion, culture or socio-economic background. Whatever happened, and whenever it happened, survivors deserve to be believed and supported.

SERVICE AREAS

Bexley. Bromley. Croydon. Greenwich. Kingston Upon Thames. Lambeth. Lewisham. Merton. Richmond Upon Thames. Southwark. Sutton. Wandsworth

THE LONDON SURVIVORS' COLLECTIVE AND HOW THIS ROLE IS SHARED

The London Survivors' Collective (LSC) is a pan-London alliance of specialist organisations delivering the Mayor of London's Pan-London Sexual Violence Support Service. Its members are Respond, Galop, SurvivorsUK, and the Rape Crisis Centres run by Rape Crisis South London, Women and Girls Network, Solace and nia. Together they support survivors of sexual violence and abuse of all genders across all 32 London boroughs and the City of London. The service began in October 2025 and runs for five years.

The Collective is a partnership rather than a legal entity, so it cannot employ staff in its own name. Rape Crisis South London employs this post and hosts it on the Collective's behalf. You will be an RCSL employee on RCSL terms and conditions, with the benefits set out below, and your line management and supervision will come from RCSL's Director of Finance & Resources.

Half of your hours are for RCSL. The other half are for the Collective, where you will look after the shared systems that every member organisation depends on. For that work you will take day-to-day direction from the LSC Director and work with staff across all the member organisations. Your line manager and the LSC Director will agree priorities between them, and the balance of your time will be reviewed in supervision. When working on LSC systems you will follow the Collective's safeguarding and confidentiality policies as well as RCSL's own.

JOB PURPOSE

The Technology and Digital Manager is responsible for the technology that Rape Crisis South London and the London Survivors' Collective use to support survivors, including Microsoft 365, case management systems and websites, among other duties.

At RCSL this covers our Microsoft 365 environment, our case management system Visia DPMS and the RCSL website. For the Collective it covers the shared Microsoft environment, the Visia DPMS case management system and the new LSC website, which launches in October 2026 and sends referrals straight into Visia. Both organisations hold some of the most sensitive information a person can share, and keeping it safe runs through every part of this job.

KEY RESPONSIBILITIES

Across both organisations

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- Act as the first point of contact for technology problems, giving first-line support and escalating complex issues to our external IT support provider..
- Monitor data security, access permissions and backups across all systems, and act quickly on any concern about the handling of survivor data.
- Set up accounts and devices for new starters promptly, and close accounts for leavers on the day they leave.
- Manage relationships with external suppliers, including IT Support Provider, the DPMS and Visia support teams, to resolve issues and plan improvements.
- Write and maintain clear guidance on using our systems that takes account of different user needs and help colleagues build confidence through short training sessions and one-to-one support.
- Keep up-to-date records of systems, licences, suppliers and configurations, so neither organisation relies on one person's memory.
- Recommend and plan improvements to digital infrastructure and security, scheduling changes so that support for survivors is not disrupted.

Rape Crisis South London (50%)

- Manage RCSL's Microsoft 365 environment day to day, including user accounts, permissions, devices, SharePoint, Teams and Outlook.
- Hold oversight responsibility for DPMS, our case management system, including user access, data structures and day-to-day troubleshooting.
- Keep the RCSL website maintained and up to date, making content and technical changes as needed.
- Provide first-line technical support to RCSL staff.

London Survivors' Collective (50%)

- Maintain and administer the Collective's shared Microsoft 365 environment, which holds member organisations' accounts, files and email.
- Maintain and administer Visia, including user accounts, permissions, data structures and everyday fixes.
- Look after the LSC website, built on Next.js, React and the Payload headless CMS with a PostgreSQL database. Keep it secure and up to date and build new features and fixes as the Collective needs them.
- Check that referrals made through the website arrive in Visia, and act quickly if the connection fails, so that no survivor's request for help goes unseen.
- Change the website's content model when editors need new fields, collections or page types, including any database changes that go with them, without putting the live site at risk.
- Support staff across member organisations who edit website content, with access, previews, publishing and the occasional data fix.

PERSON SPECIFICATION

Qualifications	• No formal IT qualification is required. Relevant training or certification, such as Microsoft 365 administration, is welcome.
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Required Experience	• Practical experience administering a Microsoft 365 environment, including user accounts and permissions. • Experience providing day-to-day IT support and guidance to non-technical staff. • Experience working with a case management, CRM or database system. • Hands-on experience with TypeScript and React, including modern patterns such as hooks. • Experience with a headless CMS such as Payload, Sanity or Strapi, and enough comfort with a database to read a schema and make safe changes. • Experience working with an external IT support provider or other technical suppliers.
Desirable Experience	• Experience in a charity, or in a service supporting survivors of trauma. • Experience with Next.js (particularly the App Router) or Payload CMS. • Experience with PostgreSQL and deployment tools such as Vercel or GitLab CI. • Experience supporting staff across more than one organisation, for example in a partnership or consortium.
Required Skill & Abilities	• Confident troubleshooting everyday Microsoft, case management and website issues, and explaining them without jargon. • Able to make careful changes to a live website and database without putting the service at risk. • Able to manage priorities from two organisations and agree a fair balance with both. • Good organisational skills, and the discipline to document your work properly. • Good written and spoken communication, including with colleagues who find technology stressful.
Desirable Skills & Abilities	• Ability to connect systems together, such as a website form that feeds a case management system. • An interest in accessibility, and in making systems easier to use for people who aren't confident with technology.
Required Knowledge	• A clear understanding of data protection and UK GDPR, and why it matters when the data belongs to survivors of trauma. • An understanding of safe, secure handling of Microsoft 365 and case management data, including access controls and backups.
Desirable Knowledge	• Direct knowledge of DPMS, Visia or a similar case management system used in the violence against women and girls sector. • Knowledge of the privacy and safety needs of support-sector websites, such as quick exit buttons and safe referral forms.
Values & Other Requirements	• Willingness to work closely with EMH and other external technical partners. • An understanding of, and commitment to, trauma-informed practice. • Willingness to travel occasionally to LSC member organisations across London.

	• Flexibility to respond, by agreement, when an urgent system fault affects survivors' access to support.
General	• Commitment to the mission, values and ethos of Rape Crisis South London. • Commitment to supporting survivors of sexual violence. • Willingness to work closely with colleagues across RCSL and the member organisations of the London Survivors' Collective, and with external partners such as EMH. • Commitment to safeguarding, safer recruitment and creating a safe environment.

APPLICATION PROCESS

Please upload your CV and cover letter in PDF format, outlining your suitability for the role and person specification (up to 1000 words).

BENEFITS

- Annual leave entitlement is 27 days a year plus 8 bank holidays (pro rata)
- Additional benefit of 3 days (pro rata) gifted to staff between 27 to 31 December
- NEST pension scheme; 3% employer contribution and 5% employee contribution
- Benefits package including life assurance, healthcare plan, Employee Assistance Programme, and cycle to work scheme.
- There will be a **6-month** probation period for this role

MONITORING & EVALUATION OF THE POST

The performance of the post holder will be monitored through regular supervision by the line manager, who will seek feedback from the LSC Operations Manager on the Collective's half of the role. The post itself may be subject to regular reviews.

OUR COMMITMENT TO INCLUSION

We are an inclusive employer and welcome applications from women of all backgrounds and identities. We particularly encourage applications from women who are underrepresented in the violence against women and girls sector, as diversity strengthens our organisation and helps us to reflect the communities we serve.

SAFEGUARDING AND SAFER RECRUITMENT

Rape Crisis South London has zero tolerance of abuse, exploitation, harassment, discrimination or harm of any kind. Everyone who comes into contact with us, whether a service user, staff member, worker, volunteer, trustee, contractor or partner, should feel safe, included and supported. We are particularly committed to the safety and wellbeing of the survivors we support, and we hold ourselves to the highest standards of care and sensitivity in our work with them.

Safeguarding is a shared responsibility. Staff, volunteers, workers and trustees are expected to know our safeguarding policies and to respond to concerns in line with our procedures, statutory guidance and good practice. Anyone connected with us can raise a concern in the knowledge that it will be taken seriously, and we review our safeguarding arrangements regularly to maintain a high standard of safety and accountability.

We follow safer recruitment practice for all roles. This includes pre-employment checks and references, along with verification of qualifications and employment history where relevant. This role requires a DBS check, the cost of which will be met by Rape Crisis South London.

Rape Crisis South London reserves the right, following full and reasonable consultation with the member of staff concerned and with her trade union or other representatives, to vary, add to or alter any of the terms and conditions of employment attached to this post.

This job description will be reviewed annually with your line manager and may be revised in line with the priorities of the current workload.

This post is open to female applicants only as being female is deemed to be a genuine occupational requirement under Schedule 9, Paragraph 1 of the Equality Act 2010.