



Digital Systems and Business Improvement Manager Job Pack

Thank you for your interest in the role of Digital Systems and Business Improvement Manager at Church Urban Fund (CUF).

Church Urban Fund has a proud history of being good news within our low-income communities across England. We partner with churches, different faith communities and schools through our family of charities - Near Neighbours, CUF and Just Finance Foundation - and aim to learn from and journey with the communities that we serve. Our core mission is shaped by the drive to alleviate poverty in all its forms, by developing partnerships and programmes of hope, love and dignity.

We are inspired by Jesus' ministry to be with and alongside and serve the most marginalised and vulnerable in society, and follow his command to Peter and the wider Christian community 'tend or feed my sheep.' We are a relatively small charity, where everyone plays a significant part in shaping our culture and serving the wider community, together.

We are seeking an experienced, energetic and enthusiastic Digital Systems and Business Improvement Manager to lead us in thinking about continual best practice and improvement in how our systems run and how we maximise our use of IT to deliver our mission and to enable us to follow Jesus in serving people and communities.

If you feel that this role could be for you, we would love to hear from you.

A handwritten signature in black ink that reads "Rob".

Bishop Rob Wickham
Group Chief Executive



About Us

At CUF, our mission is to tackle complex challenges like poverty and exclusion across England by mobilising people, churches, and whole communities to make a positive difference.

Through programmes like Growing Good, Places of Welcome and Positive Pathways, we aim to transform the lives of those in poverty and strengthen communities by reducing loneliness, increasing self-confidence and building stronger communities.

The CUF family currently consists of:

**TOGETHER
NETWORK** 

A network of charities, founded and convened by CUF, that promotes collaborative, local social action through network building, strengthening of relationships and the development and delivery of programmes to tackle social issues including food poverty, loneliness and homelessness. The Together Network currently has 15 core partners, and we are seeking to grow the network.

**NEAR
NEIGHBOURS** 

The focus of Near Neighbours is on building bridges between people of different faith groups, cultures and backgrounds. By encouraging people to get to know each other and work together, relationships of trust – which transcend difference – are built and neighbours are empowered to improve their communities together.

**JUST
FINANCE
FOUNDATION** 

The work of the Just Finance Foundation is to promote a fairer financial system that equips people to manage their money better.

A key focus is on helping primary-aged children develop a positive relationship with money and embed habits, learning and behaviours that build financial resilience into adulthood.

(Near Neighbours and Just Finance Foundation are subsidiaries of CUF)

Our vision

A future where everyone in England can access a community of support when they need it most.

Our mission

To tackle complex challenges like poverty and exclusion across England by mobilising people, churches, and whole communities to make a positive difference.

Our local approach

We understand that local people know their communities best, so we make sure local skills and knowledge are amplified and valued in everything we do. We work with and invest in local people, churches and community groups to tackle urgent issues, provide life-changing support and raise money.

Our Christian values

As a Christian organisation, we are motivated by a vision of the world as God intends it to be. We are passionate about building communities where material needs are met and everyone feels connected, valued, and loved.

Our work is guided by the following theological principles:

- We are drawn by the vision of a world as God intends it to be.
- We are driven by the biblical cry for righteousness, justice and peace.
- We are directed by Christ's example to prioritise those experiencing injustice, poverty and inequality.

Culture and values

CUF is an inclusive organisation with a diverse workforce. Our aspiration is to build a workforce that is truly representative of the communities we serve, and diversity is an asset in helping us create an inclusive, welcoming environment for all.



Digital Systems and Business Improvement Manager

About the role

The Digital Systems and Business Improvement role is a unique cross-functional, specialist role that requires the individual to spearhead a digital cultural shift across the organisation working very closely with colleagues and external partners.

This role will report to the Director of Finance and Governance.

Job Description

Location: Hybrid: Office base is in London with expectation for a minimum of one day per week in the office (The Foundry, 17 Oval Way, Vauxhall, London, SE11 5RR)

Contract: Permanent

Hours: 35 hours per week (flexible working arrangements considered)

Salary: £36,000 – £40,000 depending on experience.

Annual Leave: 22 days + 3 CUF discretionary days + Bank Holidays per annum.

Purpose of the role

As CUF works towards a new strategy and refreshed mission, vision and values, a digital strategy needs to be developed to support the realisation of these. It is envisaged that the following priorities will sit at the core of a revised digital transformation strategy:

- Convert the current CRM software SalesForce into a 360-degree CRM system that improves the organisation's ability to capture, store and manage data in a compliant manner facilitating data driven decisions including cross-pollination opportunities across programmes and brands. This includes a primary focus on Programme delivery, Fundraising and Communications, data capture and reporting.
- Adopt a cultural transformation approach where all staff are consistently using the CRM system, other information technology, and data to inform and perform their day-to-day tasks.
- Develop an integrated strategy for the CUF Group's digital assets including systems and group websites which is cost effective, sufficiently agile (enabling CUF to use in-house skills, only drawing on external expertise for essential work), that is reflective of CUF's brand hierarchy, and is as simple as possible.
- Digitise elements of CUF's programmes enabling these to be delivered and scaled up in a cost effective way that also lowers barriers to entry but maintains the CUF Group's core focus on relationships.
- Software – be responsible for all software used across the organization
- Information governance – in liaison with the Data Protection Officer and external Information Governance specialist, to ensure there are adequate structures, procedures and training in place for compliance with GDPR and data protection frameworks.
- Collaborative working – delivering what is needed will require a collaborative approach between

the Digital Systems and Business Improvement Manager (DSBIM), the Fundraising and Communications team, other staff including the Programmes Team, Partnerships Managers, and external consultants as appropriate. It is envisaged that:

- The DSBIM will convene an internal Digital and Systems group to ensure effective cross-departmental working.
- The DSBIM will lead on the key responsibilities below – focusing on internal structures.
- The Head of Fundraising and Communications will be responsible for the fundraising functionality of Salesforce and the digital external facing platforms including all social media channels, all websites, and associated user journeys drawing on the skills of their own team, the Programmes team, and those of the Partnerships team.
- Specialists will be engaged on retainers or for defined projects including a Salesforce consultant, and Information Governance and Data Protection (GDPR) consultant.

Key objectives of the role

Strategic system development and management

- In conjunction with the Director of Finance and Governance, to develop a digital and systems transformation roadmap to include the effective application of AI in the work place for the organisation, aligned with agreed strategic objectives and priorities
- The strategic development and maintenance of the Salesforce CRM system, programme-specific and functional systems, and all software not managed by the external IT Contractors across the organisation.
- Act as the point of contact for all colleagues, in ensuring that technical expertise and guidance is incorporated into all departments' day-to-day activities as well as overarching strategic objectives.
- Consult with, and support the wider organisation on the introduction, implementation, and embedding of digital systems, to optimise delivery and impact.
- Working with the Director of Finance and Governance to lead on the sourcing, procuring and development of strategic digital systems and the management of associated consultants and budgets.
- Identify needs, develop specifications, ensure that all requirements are identified clearly, and manage project dependencies and risks accordingly.
- Manage input from colleagues and partners to ensure co-production and user-centred design is at the heart of all system developments.
- Lead on the testing, training, and deployment processes, making sure that the organisational requirements are met, and the solutions are fit for purpose.
- Identify, understand and manage digital project interdependencies and risks with other workstreams.
- Fix bugs, build dashboards and developing simple new features as appropriate.
- Encourage digital innovation and model an agile approach to service design and development.
- Create user documentation, develop and deliver user training as needed, (or recommend external specialist training as appropriate), and provide technical support to system users.
- Ensure inclusion of representative service users in activities throughout the design and

development/procurement and implementation of digital projects.

- Help to ensure that the organisation complies with data protection legislation and good practice, coordinating/liasing with the Data Protection Officer.
- IT Administration and record management:
- Engage with, and be the primary point of contact for technical issues, with CUF's external IT supplier (currently RealWorld Solutions) who is responsible for IT support, IT security including our digital archive and our domains
- Manage the structure of and oversee the housekeeping associated with our online and offline filing systems including implementation and monitoring of best practice for adoption by all staff.

Process development/management and reporting

- Develop, test and implement processes to support the implementation of the digital strategy that aim to create a more efficient, integrated, and effective work environment, and which matches teams with technology to support the achievement of their objectives.
- Identify opportunities to streamline ways of working and futureproof the organisation, working with colleagues to implement these.
- Set up reports and dashboards to support the monitoring of existing projects/programmes and provide data and insight to feed into programme development.
- Understand business processes within all teams so that system developments provide the best possible support and reporting.

Business Improvement

- Lead on the development and maintenance of a set of organisation-wide process maps to document workflows and hand-off points
- Help develop and maintain an organisation-wide matrix (e.g. RACI) that aligns with all job descriptions
- Identify gaps in processes, policies and procedures and work with SLT to prioritise and assign tasks to fill gaps
- Identify areas for improvement (risk, inefficiency, lack of clarity) and work with SLT and colleagues to develop process or technological solutions.

Project Management

- Contribute to the development of an effective project management framework, and assist in ensuring that this is embedded across the organisation.

General responsibilities

- Act as a positive representative for the charity, by modelling its values in all interactions with internal and external stakeholders.
- Scope, procure and project manage external consultants within agreed budgets.
- Contribute to the development, training, and embedding of policies and procedures concerning the use and governance of data and database systems.
- Be a representative on the CUF Data Working group and champion good data collection, processing,

and hygiene practices across the organisation.

- Support and coach colleagues in developing their practical knowledge on a variety of digital systems.
- Maintain an awareness of the changing digital landscape, proactively identifying opportunities to learn from new innovations or best practice examples.
- Undertake continuing professional development to improve knowledge of the Salesforce system, associated and/or integrated systems and other relevant software and technology.
- Undertake any other duties that may be required that are commensurate with the scope and level of the responsibilities of this post.

Skills, experience and characteristics

Given that this is a role requiring a breadth of knowledge and experience about many aspects of digital and business improvement, the person for this role will need to be adaptable and flexible, as well as being able to take the initiative and maintain energy and drive for this pivotal activity within the organisation. They will be a team player who is very comfortable collaborating with colleagues, network partners, and external technical contractors.

ESSENTIAL	DESIRABLE
Knowledge and Experience	
A recognised qualification in Computer Science, Information Technology, or equivalent qualification (or equivalent demonstrable experience)	A degree in Computer Science, Information Technology, or equivalent qualification (or equivalent demonstrable experience)
Experience of working in a digital environment with a focus upon delivering excellence within the digital field	Experience of working with Salesforce (or similar CRM system) including system performance and user support
Strong sector awareness and ability to ensure that knowledge of best practice is applied within a digital offer	Proven experience of working with digital interventions, preferably within the charitable sector
Proficient in IT systems, software, data hygiene, and troubleshooting	Experience of managing contracts or external partners to deliver expert or technical services
Experience of database administration	Experience working with stakeholders to elicit, capture, analyse, refine, communicate and document their requirements
Experience of working proactively to resolve problems or develop new, more efficient systems	Experience of taking a new digital offering from identification of the need through to launch
Experience of using data and insights to inform decision making	Experience of selecting and procuring software or digital services

Experience of writing and developing policies, procedures and standard operating procedures	Experience of delivering basic training on digital/IT/business processes
A good understanding of GDPR regulations and Information Management	Experience of managing a small team or overseeing a business function
Experience of managing competing priorities and a changing environment, and responding calmly and rationally to changing aspirations in deadline-driven situations	Experience of business partnering
Experience of working proactively to resolve problems or develop new, more efficient systems	
Experience of developing specification for procuring external training, and of supporting inhouse training	
Skills and Attributes	
Self-motivated with a demonstrable ability to take initiative, drive improvements, and respond creatively to challenges and opportunities	Excellent communication skills, with a proven ability to communicate a technical language to non-technical audiences
Able to embrace change, innovating, adapting and responding creatively to challenges and opportunities	Able to challenge the status quo to seek continuous improvement and innovative solutions
Excellent digital literacy, able to pick up and assess new tools and platforms with ease	Excellent interpersonal skills, self-aware and able to instil confidence in others
Able to think strategically but make improvements iteratively	
Analytical thinker with the ability to troubleshoot and resolve issues.	
Quality focus and attention to detail	
Committed to continuous professional development and keen to learn new skills	
A positive enthusiasm for working in the charitable sector and aligned with CUF's values	

This job description is a statement of requirements at the time of writing, and it should not be seen as precluding future changes after appointment to this role.

How to apply

For an informal conversation about this role and for more information, please contact our Director of Finance and Governance, Ms Vinyo Aidam vinyo.aidam@cuf.org.uk

To apply, please send/email an up-to-date CV and covering letter outlining your relevant skills and experience, relating to the listed responsibilities and person specification to:

HR Manager, Church Urban Fund, The Foundry, 17 Oval Way, Vauxhall, London, SE11 5RR
Email: hr@cuf.org.uk

Closing date: Midday Monday 10th June, with interviews Thursday 20th June 2024 (in London).

Church Urban Fund is an equal opportunity employer and values diversity.

We believe in the power of relationships and community to change lives.