

# Job Description

## Hope into Action ICT Network Lead

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| <b>Job title:</b>                     | ICT Network Lead   |
| <b>Responsible to</b>                 | Head of Operations   |
| <b>Hours</b>                          | 40 hours   |
| <b>Internal working relationships</b> | Support Centre Staff,<br>Trustees and volunteers<br>Line managed city teams  |
| <b>External working relationships</b> | IT Contractors: Sharp (Outsourced ICT),<br>Phone contractors, Harlequin CRM,<br>Empower & Bright Office CRM.<br>Wider Hope into Action network |

### Position Overview

This role is to Manage and develop Hope into Action's

- Strategic projects
- Empowerment of users across our network
- Oversight of a stable ICT service
- Data Protection

### Essential Job Functions

#### 1. Spiritual Leadership

- Ensure the organization retains a strong Christian ethos, culture and practices throughout, with a strong emphasis on prayer and a Biblical basis for decision and policies.
- Devote specific time to pray for the organization and attend regular retreats.
- Uphold our values and lead into them. Use them to help guide support for users across the Hope into Action network.

#### 2. Strategic projects:

- The ICT Network Lead will take full ownership for delivery of (and communication of progress on) the following 6 projects:
  - Implement Empower across the network, including ongoing roadmap development coordination
  - Complete the implementation of Cyber Essentials (with support from Sharp)
  - Project team member for the new Website build
  - Review and replace (or rebuild) SharePoint
  - Review ICT support
  - Windows 11 upgrade by March 2025
- Inform and consult with the ICT sub-committee on all projects at scheduled meetings

- Attend appropriate events and **network** to keep abreast of new developments

### 3. Empowerment of users

- Review the training for **induction of new staff**. Manage and continually develop the provision of ICT training for all staff.
- Review the training for **induction of new franchises**. Manage and continually develop the provision of appropriate ICT training for all franchises.
- Deliver the above training
- Develop “**ICT Champions**” concept across the network and meet regularly with that team to strengthen them, building a local “first line” support.

### 4. Oversight of a stable ICT service

- **Contract manage** out-sourced of IT contracts, including Helpdesk (Sharp), Harlequin (CRM donor database), Empower (Suru Partners) and its predecessor (Bright Office), mobiles, landline, internet and printers / copiers and others as need arises.
- Be the **accountable for all SharePoint sites** (with Sharp) and ensure it is a robust and efficient tool for day to day use across the network
- Work closely with the Franchise Administrator to be responsible for franchise support, regularly reviewing and communicating with relevant stakeholders. Take initiative with developing the “**Franchise offering**”
- Carry out **annual survey** and regular monitoring of staff and network IT usage.
- Work with the Head of Operations to recommend the **ICT budget** including renewal of laptop and other equipment as required.
- Manage the provision and administration of new phones/laptops/peripherals/signatures for new and existing users. Also guidance to enable the development of a streamlined “low touch” computer set-up.

### 5. Data Protection and Policy development

- Be the DPO
- Ensure that HIA’s data is secure, appropriately permissioned and that Data Protection requirements and policies are complied with.
- Input into other policy development as appropriate.
- Oversee information security, hardware security and maintain network and user security through hardware or software installation and education of staff and network
- Maintain a register of all reportable incidents (to be reported to each IT sub-committee) e.g. downtime, data protection
- Develop emergency plans for equipment, power, or security failure to preserve technology and data.

## Person Specification

|                           | <b>ESSENTIAL</b>   | <b>DESIRABLE</b>   | <b>USEFUL</b>   |
|---------------------------|--|--|---|
| <b>Experience</b>         | <ul style="list-style-type: none"> <li>• Broad experience of IT Networks and infrastructure</li> <li>• Experience of administering Microsoft 365</li> <li>• Good knowledge of SharePoint administration</li> <li>• Wide range of strong IT skills, including knowledge of MS SharePoint and MS Office</li> <li>• Ability to understand teams and possess people management skills</li> <li>• Excellent written and verbal skills, report writing etc.</li> <li>• Experience of running training events and sessions</li> </ul> | <ul style="list-style-type: none"> <li>• Experience in the Management and leadership of teams and organizations.</li> <li>• Experience in Charity Management and Leadership</li> <li>• Good understanding of budgets and financial reporting</li> <li>• Experience of Client Consultation</li> </ul> | <ul style="list-style-type: none"> <li>• Experience as, or working with a Charity Trustee</li> <li>• Experience of managing staff mobile phone contracts</li> </ul> |
| <b>Skills/Abilities</b>   | <ul style="list-style-type: none"> <li>• Project Management</li> <li>• Relationship building &amp; networking skills.</li> <li>• Strong organizational skills</li> <li>• Ability to lead and partake in prayer and worship or thanksgiving events.</li> <li>• Able to travel independently throughout the country</li> <li>• Strong attention to detail</li> <li>• Ability to work under pressure</li> </ul>   | <ul style="list-style-type: none"> <li>• Able to demonstrate excellent interpersonal and communication skills</li> <li>• Driving licence</li> </ul>  |   |
| <b>Personal Qualities</b> | <ul style="list-style-type: none"> <li>• Approachable</li> <li>• Encouraging</li> <li>• Self-motivated</li> <li>• Problem Solver, decision maker</li> <li>• Good team player</li> </ul>  |  |   |
| <b>Qualifications</b>     |  | <ul style="list-style-type: none"> <li>• Educated to degree level</li> <li>• IT qualifications</li> </ul>  |   |

- Hours of Work – 32-40 hours per week with a flexible and professional approach
- Salary – £35,000 per annum pro rata
- Annual Leave – 25 days per annum + bank holidays and Christmas days on a pro rata basis
- Sickness Leave – as per agreed policy
- Pension – Group Personal Pension Plan: 8% employer's contribution
- Maternity & Paternity Leave - Hope into Action gives maternity and paternity leave as per agreed policy.