

Job Description



Job title:	IT Infrastructure Manager
Department:	Data, Digital and Technology
Reporting to:	Head of Technology
Salary:	£62,648 per annum
Hours:	35 Hours per week
Location:	Based in London. Working from home is an option in line with Crisis's hybrid Working Policy
Contract type:	Permanent

Core purpose of the role

- You will manage and develop our hybrid infrastructure across multiple sites to ensure an exceptional experience for colleagues, members, volunteers, and partners.
- You will own the roadmap for the development of our on-premises and cloud capabilities, driving through standardisation and security of services and negating technical debt.
- You will lead, manage, and plan team workflow and oversee project delivery, developing team skills to stay up to date with evolving solutions.

Aim and influence

- You know that technology should be an enabler, not a barrier, to social change. You will put the user at the heart of our technology services, and ensure we make the most value out of our infrastructural investments.
- Working with the Head of Technology, you will build the foundations of a technical architecture that allows for growth, change and adaptation in the delivery of Crisis' organisational strategy.



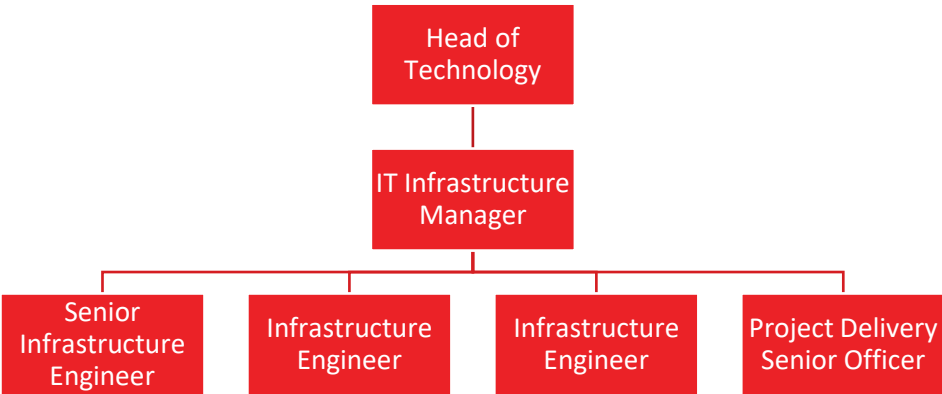
Financial and supervisory responsibility

- You will manage and develop a Senior Infrastructure Engineer, two Infrastructure Engineers and a Project Delivery Senior Officer.
- Where necessary, direct and manage consultants, agency staff and volunteers.
- With the Head of Technology, manage the Hardware and Cloud budgets and support in procurement processes.

Other key details

- This role is based in our London office, but will require on-site working across Crisis sites through Great Britain
- Evening and weekend work may be required for which TOIL in line with the policy will be given. This may include on-site work over the Christmas period.

Organisational chart



Job responsibilities

- Design, implementation, and management of hybrid office infrastructure (Head Office, regional offices, home workers, Crisis at Christmas, retail outlets, pop up offices).
- Design, implementation and manage organisation-wide cyber security infrastructure & compliance to Cyber Essentials Plus minimum standard (Endpoint management/protection, Firewall, IDS/IPS, virus protection, patch management, network monitoring, backup and recovery).





- Design, implementation and management of voice and data platforms.
- Server, database and cloud services infrastructure design and management.
- Identity & licence management, focussed on the Microsoft stack (365, Azure, AD, Entra, Dynamics, SharePoint).
- Working hand in hand with the Service Delivery and Business Systems Teams to optimise the user experience.

General responsibilities

- Develop and maintain an understanding of Crisis' work and the needs and circumstances of people facing homelessness.
- Comply with Crisis policies and procedures, including Health and Safety policies, for which all employees owe a duty of care both to themselves and others, in accordance with the Health and Safety at Work etc Act.
- Comply with all Crisis policies and procedures and promote good practice as relates to Safeguarding and Equality, Diversity & Inclusion.
- Work collaboratively across departments to support Crisis' mission to end homelessness.
- Carry out any other duties reasonably associated with your role.

Person Specification - Essential

1. Deep knowledge of technical infrastructure and platforms, in particular Microsoft Azure, EntraID, InTune, Defender, 365 Stack including Teams, Teams Telephony and Sharepoint . Proactive horizon-scanning and understanding of emerging solutions
2. Cybersecurity expertise and experience of developing operational resilience and disaster recovery plans.
3. Exceptional stakeholder management skills, with the ability to influence at all levels
4. Experience managing performance of others and helping people to develop, grow and achieve their potential.
5. Exceptional communication skills – both written and verbal – with the ability to work with both technical and non-technical colleagues.





6. Experience of driving high levels of user adoption and best practices for new services
7. A track record of improving core team practices in documentation and knowledge management
8. A strong understanding of the environmental, social, and ethical impacts of technology, with an emphasis on sustainable investment
9. Experience of improving processes and delivering projects to support the successful implementation of business requirements and strategies.
10. Commitment to Crisis' purpose and values
11. Commitment to equality, diversity, and inclusion

Desirable

1. Familiarity with experience design practices, such as Service Design, Human-Centred Design or UX
2. Experience of embedding ITIL processes
3. Experience of working in agile delivery

We encourage applications from all sections of the community and particularly from people who have lived experience of homelessness.

Supporting your application

Thank you for your interest in working for Crisis.

Before you apply, please take a moment to read through the frequently asked questions below which are designed to support your application and help you understand our recruitment processes.

The person specification requires a qualification or experience that I do not have. Is it still worth me applying?

The person specification has the key knowledge, skills, experience or behaviours needed to carry out the job successfully and you will be scored based on any information you provide. If you don't quite meet the criteria, for example if you have an understanding of something rather than experience of doing it yourself, you may still pick up points for explaining your understanding or how you might approach it. However, some of the person specification points, for example specific qualifications, are critical to the role so if you don't meet those requirements, you are unlikely to be shortlisted.

Can I apply by sending my CV?

Occasionally we accept CVs and a covering letter but only if this is requested in the advert for the post. We don't accept speculative applications or hold CVs on file.

What should I do if I can't complete an online application?

If you would like to apply in a different format, for example in a Word document, because you are unable to use the online process, please contact the Recruitment Team jobs@crisis.org.uk It is helpful if you provide details of your requirements or suggestions about how we might best support you to apply so that we're able to consider alternatives.

Does Crisis use Artificial Intelligence (AI) technology for shortlisting?

Crisis does not use AI technology for shortlisting applications or throughout our recruitment process.

Can I use Artificial Intelligence (AI) technology for my application?

We strongly discourage applicants from using AI technology at any stage of the recruitment process. This is so we can run a fair, transparent process which gives all applicants an equitable chance of success. We want to hear about your own experience and perspectives in your application and if shortlisted, during the interview too.

How can I maximise my chance of being shortlisted?





It is important that you complete all sections of the online application form to ensure that the recruiting panel understand your interests, skills, behaviours, knowledge and experience.

Shortlisting is mostly based on the information you provide in the assessment form section.

A strong application will also be in line with the **Crisis Values** that you can find on our website.

Please note! If you don't provide full responses against the person specification points, the panel won't be able to score your application fully and it will be unlikely there is enough information for you to be shortlisted.

How quickly will I know if I have been shortlisted?

Every recruitment campaign will be different depending on how quickly the shortlisting panel can review applications but if you have not been shortlisted, you will receive an email from us confirming that.

If I am not shortlisted, can I get feedback on my application?

Unfortunately, we are not able to offer feedback on your application if you are not shortlisted for interview.

Can I get feedback after my interview?

We appreciate that information about where you did well or less well can be useful, so if you are not successful following interview we are able to provide feedback.

Will you notify me of future vacancies?

Once you have registered via Crisis Jobs Online, you can sign up to receive notifications of new vacancies based on the criteria you select. We also recommend that you check our website regularly for details of new vacancies.

I recently applied for a role and was not successful, but have seen the role re-advertised. Is it worth me applying again?

If the gap between advertising has been short, we would normally advise that candidates need not apply again, unless you have re-written and enhanced your application. Some examples might be that you have strengthened your examples using the STAR technique above.



Crisis Jobs Online

I have typed my personal statement answers into the online form, but it won't let me save them.

What should I do?

There is a word limit of 400 per answer so it could be that you have exceeded the limit and that is what is preventing you from saving your work.

I filled in the personal statement section and tried to save it/submit it. However, it wouldn't do this and my information was lost. Is there any way to retrieve it?

You are encouraged to record your answers in a Word document first before copying and pasting your answers into the online application form, using the keyboard shortcuts Ctrl + C to copy and Ctrl + V to paste. The application form has a strict time out limit and so if you take longer than that limit you will lose your work and we are unfortunately not able to retrieve it.

Where can I get help?

If your query has not been answered above, you can contact the Recruitment Team jobs@crisis.org.uk for support.