



JOB DESCRIPTION

Job Title:	IT Manager
Reports to:	Director of Finance & Resources
Line Management:	0
Budget Management:	Yes
Based at:	RDA National Office (Lowlands Equestrian Centre, Warwickshire)
Hours:	37 hours per week
Contract Type:	Permanent
Salary:	£45,000

About the Role

The IT Manager is responsible for ensuring the organisation's technology is secure, reliable, effective and aligned with business needs. The role oversees the delivery and continuous improvement of IT services, systems, equipment and communications, working closely with colleagues and external technology partners to ensure high-quality service delivery. The post holder will manage technology suppliers, business systems and digital improvement initiatives, ensuring IT investments and projects support organisational priorities, operational resilience, business continuity and future growth.

Key Responsibilities

IT Service Delivery

- Lead the day-to-day operation of the IT function, ensuring the delivery of reliable and effective technology services.
- Manage outsourced IT support providers and technology suppliers, monitoring performance against agreed service levels, contracts and organisational requirements.
- Conduct regular service reviews to ensure continuous improvement and value for money, escalating issues as required.
- Regularly report on service and supplier performance, highlighting key risks and operational issues.

Infrastructure & Business Systems

- Monitor the performance, availability, development and continuous improvement of the organisation's infrastructure, cloud services, communications platforms and key business applications.
- Provide technical leadership and support for complex or business-critical issues where required.
- Ensure telephone, mobile and remote working technologies effectively support organisational needs.
- Maintain appropriate technical documentation and system records.

Technology Strategy & Projects

- Develop, maintain and deliver the organisation's technology roadmap in alignment with organisational priorities.
- Identify opportunities to improve efficiency, collaboration, service delivery and user experience through technology.
- Lead or coordinate technology-related projects, system upgrades and digital improvement initiatives.
- Act as a key stakeholder in organisational digital transformation and technology-enabled change.

IT Asset & Licensing

- Manage technology assets, software licensing and subscriptions throughout their lifecycle.
- Ensure IT assets remain compliant, fit for purpose and aligned with the organisation's asset replacement arrangements.

Cyber Security, Compliance & Risk

- Promote cyber security awareness and good security practices across the organisation. Monitoring the training and escalating non-compliance.
- Work with the Data Compliance Officer to support compliance with data protection, information governance and technology policies.
- Ensure appropriate technical controls are in place to protect systems and information.
- Support audits, compliance reviews and the implementation of technology-related policies and standards.
- Identify and manage technology-related risks, developing and maintaining processes that support business continuity and disaster recovery.

Person Specification

Essential

- Experience owning and managing department owned business systems and applications in a multi-stakeholder environment, including IT asset and software licence management.
- Extensive experience of working with Microsoft 365 and utilising its capability to provide business solutions.
- Experience developing technology plans, roadmaps, budgets, or investment priorities.
- Knowledge of cyber security principles and security awareness programmes.
- Experience of managing stakeholders, external suppliers and support providers.
- Knowledge of data protection and information governance requirements.
- Understanding of business continuity and disaster recovery principles.
- Strong customer service focus, with the ability to explain technical matters to a non-technical audience.
- Effective organisational and planning skills, with the ability to manage competing priorities and workloads.
- Proven ability to build positive working relationships with stakeholders and suppliers through excellent communication and interpersonal skills.
- Strong analytical and problem solving skills, with the ability to translate organisational requirements into clear technology priorities and practical delivery plans.

Desirable

- Degree or equivalent qualification in Information Technology or a related discipline or equivalent experience.
- ITIL Foundation qualification.
- Project management or change management qualification, or equivalent practical experience.
- Relevant supplier, contract, service management, or business analysis training.