

StCHRISTOPHER'S **CREATING BRIGHTER** **FUTURES**

Job title:	IT Manager
Grade:	CS3
Hours:	0.8FTE (30 per week)
Location:	Hybrid with 1 day per week minimum at Putney office and regular travel to UK sites (London and Midlands)
Responsible to:	Chief Operating Officer (COO)
Responsible for:	Service Desk Analyst – level 3; key external outsourced IT providers

Overall Purpose:

The focus of the IT Manager role is to ensure that St Christopher's is served by an appropriately robust and secure IT infrastructure that meets and continues to meet the needs of the organisation, as a whole and of individual users. This includes overseeing IT support and data security, and setting IT strategy, in consultation with the COO.

The IT manager will work with the Service Desk Analyst and managed service provider to support the key objectives of ensuring that:

- colleagues and teams across the organisation have the connectivity and IT hardware that they need to undertake their roles efficiently
- young people in our homes can access IT as their peers do – enabling them to complete school and college work efficiently and safely and to use the internet for social and leisure purposes
- all internal customers receive prompt, helpful and effective resolutions to IT issues
- organisational data is held securely and in compliance with data protection principles

At this time, the IT manager will also play an important role in determining the future of the charity's IT function, following a major structural change. This is a key moment for identifying and assessing team structure options, and the IT manager will be critical to the implementation of any changes agreed with senior management.

Our vision is for every child and young person to be safe, loved and happy, to achieve their potential and have a bright future.

1. IT Operational Responsibilities

- 1.1. To effectively oversee the overall IT and communications infrastructure, monitoring support desk performance closely, and proactively dealing with emerging issues
- 1.2. To provide line management to the Service Desk Analyst, setting objectives and monitoring performance
- 1.2. To own organisational relationships with external outsourced service providers, ensuring that contractual objectives are consistently met, and taking appropriate actions when this is not the case.
- 1.3. To visit St Christopher's sites across London and the Midlands when required, in order to build a strong knowledge of internal needs, and to establish positive working relationships with internal customers
- 1.4. To provide regular reports to SLT and Trustees, including progress against KPIs and to proactively communicate IT plans and progress across the organisation.
- 1.5. To oversee the robustness and reliability of all ICT equipment and systems.
- 1.6. To ensure documentation is in place for all aspects of the ICT infrastructure.
- 1.7. To ensure adequate security is in place against hacking, viruses, spyware etc.
- 1.8. To maintain appropriate data backup and disaster recovery systems.
- 1.9. To maintain appropriate filtering and reporting systems on internet access and email by staff and service users; produce regular and meaningful reports therefrom.
- 1.10. To ensure an adequate infrastructure is in place to support specialist software.
- 1.11. To ensure the special needs of a young client group are taken into account where appropriate in ICT usage and planning.
- 1.12. To contribute to company policies for ICT users.
- 1.13. To lead IT audit process and ensure third party involvement and support organisational audits.

2. IT Strategy Responsibilities

- 2.1 To proactively review organisational IT needs, working closely with operational colleagues, and explore contracting arrangements, in consultation with the COO, to ensure that they remain fit for purpose
- 2.2 To contribute to IT strategic planning and future digital transformation planning
- 2.3 To review the current IT team resources in light of a recent organisational change, and to make recommendations to the senior leadership team regarding potential resource changes. To support the implementation of any agreed changes.

3. Financial Responsibilities

- 3.1. To have input into the budgetary process and ensure that agreed budgets are adhered to by regular monitoring.
- 3.2. To be aware of and adhere to all relevant financial procedures reporting any discrepancies immediately.
- 3.3. To adhere to the organisation's policies on dealing with contractors/suppliers with particular reference to hospitality and bribery.

4. General Responsibilities

- 4.1 To continuously look to improve your own performance by keeping up to date in your area of expertise and by contributing constructively to the improvement of the service by sharing good practice and supporting colleagues. Provide advice to the organisation of new and emerging technologies that support the organisation to achieve its objectives.
- 4.2 To work flexibly to meet the changing demands of the service and promote positive working relationships with colleagues in all parts of the organisation.

- 4.3 To be aware of and adhere to St Christopher's Health and Safety policy at all times.
- 4.4 To adhere to and promote St. Christopher's Equality and Diversity policy in all aspects of the work and actively challenge discriminatory practice.
- 4.5 To promote and implement all of St Christopher's policies and procedures and report to a line manager or other appropriate person malpractice or evidence which may suggest it.
- 4.6 To conduct all work undertaken is conducted to the highest professional standards and lead by example.

As outlined in this job description, the duties are not exhaustive and may change from time to time due to the changing nature of the working environment. You are expected to carry out all appropriate tasks necessary to meet the needs of the service or as may be requested by your manager.

Person Specification

The following are objective criteria, essential for the performance of the role, which will be used to shortlist candidates for interview. You should ensure that you cover these criteria in the supporting statement that forms part of your application form.

	ESSENTIAL	DESIRABLE	ASSESSMENT METHOD
EXPERIENCE & KNOWLEDGE	Experience of oversight of an IT function within a small to mid-sized organisation	Experience of working in the charity or housing sectors	A - I
	Managing IT infrastructures	Microsoft certification or demonstrable equivalent knowledge	A - I
	Managing wan/multi-sites	Multi wifi experience (splitting between young people and staff)	A - I
	Experience of managing relationships with outsourced IT managed services providers and holding providers to account for contractual obligations		
	Managing active directory on prem and azure 365 (including exchange)	Router experience Unifi or other wifi experience	A - I
	Experience of considering business continuity and developing organisationally appropriate plans		A - I
SKILLS & ABILITIES	Ability to carry out best practice procurement processes, including tendering for key ICT contracts		
	Ability to be flexible- travel to sites across London, Midlands and to support out of hours ICT emergencies		A - I
	Managing a budget and ensuring value for money		A - I
	Ability to be proactive and to seek out continuous improvement to systems and controls		A - I
	Ability to think and plan strategically, with reference to up to date sector intelligence		A - I
	Strong organisational and time management skills		A - I
	Strong communication skills – including the ability to communicate to colleagues without technical expertise		A - I

A – Application

I – Interview

T -Test