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|---|---|
| **Job Title** | IT Manager |
| **Team** | Finance and IT |
| **Location** | Northampton – Hybrid |
| **Reports to** | Director or Finance and Commercial |
| **Salary** | £46,000 per annum plus pension and benefits |
| **Duration** | Permanent |
| **Normal Working Hours** | 36 hours per week |

Churches Conservation Trust (CCT) is the national charity caring for historic churches at risk. As the operator of the third largest heritage estate in charitable ownership in the UK, our 356 historic churches include examples of irreplaceable architecture, archaeology and art from 1,000 years of English history.

CCT has an international award-winning reputation in heritage conservation and regeneration. All churches in our care are listed, mostly Grade I and II*, and some are Scheduled Ancient Monuments.

Without our care, these buildings might have disappeared entirely. Instead, they are enjoyed as social, tourism, educational and cultural resources, kept open, in use, and living once again in the heart of their communities.

### Overall job purpose

The IT Manager will provide support to staff and stakeholders throughout CCT to ensure end users are able to put their ICT provision to the most productive use.

The IT Manager will lead and maintain the continuous development of the current ICT infrastructure; integrating and managing software systems, databases, and productivity/collaboration tools. They will also be responsible for ensuring the adequacy of the National Offices IT infrastructure and development of that infrastructure with the National Office users.

The IT Manager will be responsible for ensuring that the ICT budget is complied with and maintained and will be responsible for resolving any under/overspends within the ICT budget

**Key Working Relationships**

- The post holder will work closely with all teams across the Trust, will also have regular contact with regional business officers, the Fundraising and Membership team and the SMT.

**Key duties and responsibilities**

### 1. Systems Administration

The IT Manager will be responsible for the management of CCT IT systems and databases, including office equipment, Telecoms equipment and infrastructure, and assist in the development and maintenance of the current ICT and information management initiatives.

They will:

- Manage the relationship with CCT's CRM database and system suppliers.
- Lead on all CRM database issues and development, including managing all interfaces to the database, in collaboration with regional operations and development teams
- Implement a rolling programme of development to take advantage of new features available or to meet changing organisational requirements
- Manage user access, and data cleansing
- day-to-day management of CCT databases and systems
- implementation of Microsoft SharePoint and Office 365 products to enhance productivity, cross-team collaboration and remote working
- Support the implementation of new software, systems, databases and collaboration tools
- management of user access and data cleansing
- Identify issues affecting the ICT systems and communicating such issues to the SMT in a timely fashion
- Undertake any system administration outside of that provided by service providers
- Manage the relationship with the service providersfor all aspects of the Trust's communications and telecommunications infrastructure (including video conferencing services, fixed and mobile telephone networks, leased line and broadband communications and other forms of communication), administer the telephone network at Society Building
- Ensure the asset registries for ICT, including software licences are kept up to date

### 2. IT Support

The IT Manager will be the first point of contact for all IT and communications queries within the organisation and will:

- Act as internal lead for IT support, working with external IT support to respond to

requests for help, providing advice to users, escalating to the Information Governance Manager, where appropriate
- Support new staff in the set-up of their PCs, laptops, printers and smartphones, so that they can use their systems smartly, safely and competently
- Develop training and user guides to assist end users in the effective use of ICT
- Support and champion effective knowledge and information management and information security practices

### 3. Planning and Management Support

The post holder will support The SMT in the development and planning of the Trust's current ICT strategy and will:

- Provide technical and operational advice to other teams developing ICT-dependent projects and systems
- Report on areas of ICT system risk and associated avoidance actions
- Ensure annual accreditation of Cyber Essentials
- Lead the development and publication of ICT policies and procedures on the current systems

**N.B.** This job description is not all encompassing. Over time the emphasis of the job may change without changing the general character of the job. Your duties may be reviewed from time to time and revised and updated in consultation with you to reflect appropriate changes.

### Additional Information:

### Lone working

This role involves occasional lone working. We have lone working procedures in place to support all staff undertaking lone working.

### Health and Safety

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974), and to ensure that agreed safety procedures are carried out to maintain a safe environment for employees, volunteers and visitors. All staff have a responsibility to manage risk within their sphere of responsibility.

All Trust employees are accountable, through the terms and conditions of their employment, and statutory health and safety regulations, and are responsible for reporting incidents, being aware of the risk management strategy and emergency procedures and attendance at training as required.

### Data Protection

If you have contact with computerised data systems, you are required to process and/or use information held on a computer in a fair and lawful way. You are also required to hold

data only for the specific registered purpose and not to use or disclose it in any way incompatible with such purpose.

## Safeguarding

We believe that everyone we come into contact with has the right to be protected from all forms of harm. We want everyone visiting our churches, volunteering with us, or working with us to have a safe and enjoyable experience. We will not tolerate abuse, maltreatment, or exploitation by or to our staff, volunteers, or members of the public. **We expect our staff to share this commitment.**

## Mandatory training (for all roles)

If successful, you will be required to complete mandatory compliance training including, but not limited to:

- Equality, Diversity, and Inclusion
- Bullying and Harassment for Employees
- Stress Awareness
- Mental Health Awareness
- Health & Safety Essentials
- Fire Awareness
- DSE Assessment
- GDPR UK Awareness
- Safeguarding Awareness
- Effective Remote Working (if applicable)

## Person Specification

### Section One: Essential Criteria

If you cannot provide evidence that you fully meet the essential criteria, your application will not be put forward for further shortlisting against the other criteria in section 2.

|   | Essential Criteria | How this will be assessed |
|---|---|---|
| 1 | Experience coordinating installations, upgrades, and maintenance | A, I |
| 2 | Ability to identify software needs | A, I |
| 3 | Strong critical thinking skills | A, I |
| 4 | Effective oral and written communication skills | A, I |
| 5 | High level of personal initiative and self-motivation | A, I |
| 6 | Experience of working within a Microsoft SharePoint environment, at admin/back-end level | A, I |
| 7 | Proven working experience as an IT Manager or relevant experience | A, I |
| 8 | Excellent knowledge of technical management, information analysis and of computer hardware/software systems | A, I |
| 9 | Experience in training and delivering training | A, I |

| 10 | Able to be flexible, multi-task and demonstrate excellent organisational and project management skills | A, I |
|---|---|---|

## Section Two: Desirable Criteria

|  | Desirable Criteria | How this will be assessed |
|---|---|---|
| 11 | Educated to degree level preferably with an IT related subject | A |
| 12 | Writing and amending IT policies | A, I |

## Information on assessment methods

| Code | Assessment method | This means… |
|---|---|---|
| A | Application | You need to provide examples and evidence as to how you meet this criteria in your application. |
| I | Interview | You will be asked competency based questions around this criteria at interview. |
| T | Test | This could be an ability test or group exercise assessing you against the criteria. |
| P | Presentation | You will be asked to prepare or give a presentation to demonstrate against this criteria. |

## Selection criteria

The candidates who appear from their application to best meet the person specification criteria will be invited to interview. It is therefore essential that your application gives a full but concise description of the nature, extent, and level of the responsibilities you have held. The shortlisting criteria are detailed under the personal specification. Please ensure that you address each of the areas that are to be assessed in your application. Applications by CV only will not be accepted.

We are an inclusive employer and offer equal opportunities to all regardless of an individual's age, disability, gender identity, marriage or civil partnership status, pregnancy or maternity, race, religion or belief, sex and sexual orientation.

We are not a licenced sponsor at this time. Any offer of employment will be made subject to valid right to work in the UK being provided.

## Employee benefits

- Membership of the generous Civil Service Pension scheme
- 27.5 days annual leave provision, rising 30 days after five years' service and 33 days after ten years
- flexible working arrangements
- home working allowance for home-based staff
- life assurance through the Civil Service Pension scheme
- learning and development opportunities
- enhanced parental leave arrangements
- a free and confidential employee assistance programme
- season ticket loans and cycle to work scheme

- subscription allowance to a professional body
- 20% staff discount on Champing™ at CCT sites

**How to apply**

If you would like to apply for this role, please visit our recruitment portal. You'll be asked to submit a CV and a short supporting statement (max 2 sides A4) outlining how you fulfil the person specification for this post.

Please note direct applications via email cannot be accepted for this role; only applications submitted through our recruitment portal will be considered.

The closing date for receipt of applications is **8am** on **4th November 2024**

Interviews will be held on **12th November 2024, location TBC**. Please note that the interview dates and location have been specifically chosen according to the availability of the panel.

We are a Disability Confident Committed Employer. Candidates who declare that they have a disability and who meet the essential criteria for the job will be offered an interview.

If you have any queries about this role, or if you have a disability and wish to request a reasonable adjustment at any stage of the recruitment process, please email recruitment@thecct.org.uk

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