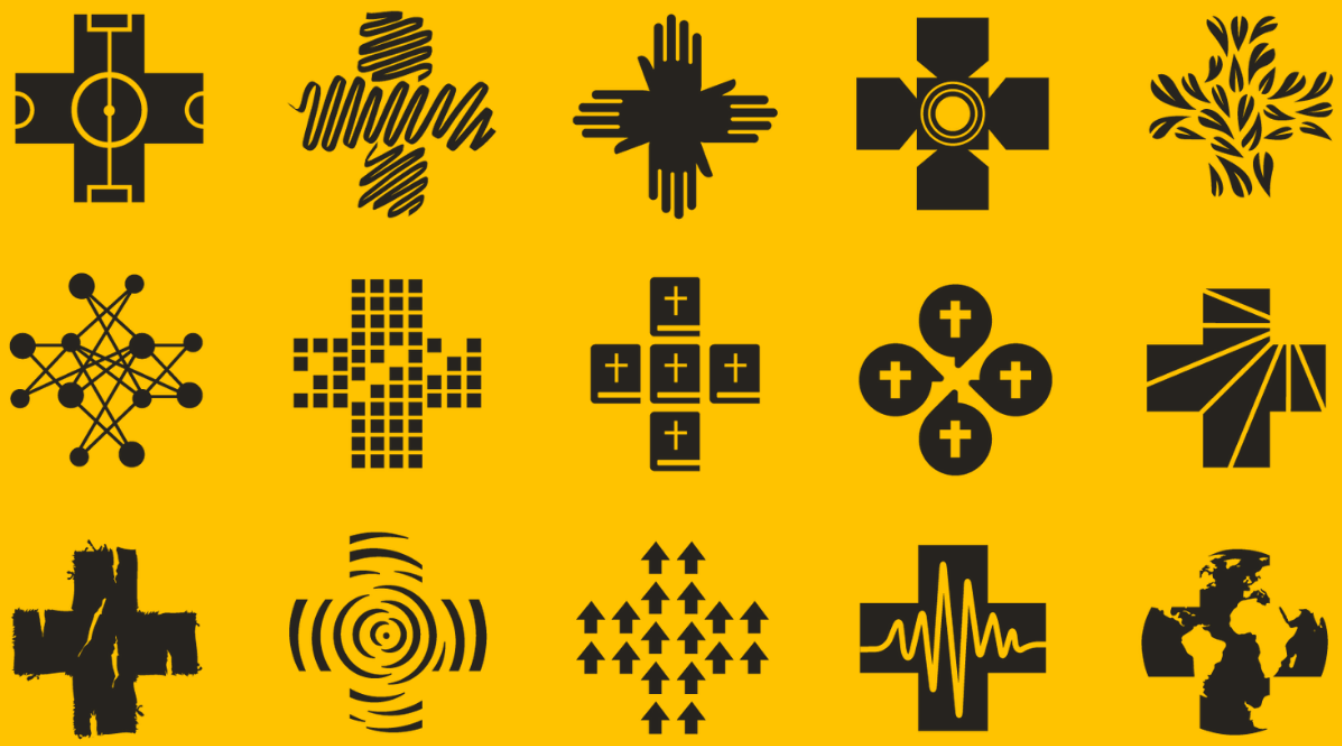
Stewardship

Active generosity

Technology Operations Manager

Role Description and Recruitment Pack



Contents

Contents 2

Role overview 3

Why this position is important to us 3

The impact you will have in this role 3

Welcome to Stewardship 3

Our vision, mission and values 4

Job detail 5

Main responsibilities 5

It's all about you… 6

Desired skills and experience 7

Working for Stewardship 8

How to apply for this role 9

Role overview

Title:	Technology Operations Manager
Hours:	35 hours per week
Contract:	Permanent
Location:	1 Lamb's Passage, London, EC1Y 8AB There is some flexibility to work remotely, although you must be able to work in the office at least one day per week, or as the organisation requires.
Reports to:	Head of Environments, Platforms and IT Security
Salary:	£65,000 per annum
Closing Date:	9am Monday 27th April 2026 Applications will be considered as they are received and therefore early applications are encouraged.

Why this position is important to us

Technology operations enable our mission every day. As Stewardship serves more churches, charities, Christian workers and donors, expectations on our core technology foundations (devices, collaboration tools, identity, and underlying platforms) keep rising. The Technology Operations Manager ensures those foundations are reliable, secure and simple to use by leading our End-User Computing and Systems Administration teams to resolve issues quickly and keep platforms up-to-date, secure and reliable. The role strengthens our security posture and resilience by embedding practical controls and disciplined lifecycle management. When technology operations run well, every team can focus on serving the Kingdom - free from technology friction, confident that the systems they rely on will perform.

The impact you will have in this role

The Technology Operations Manager will provide steady, assured management of day-to-day technology operations, encompassing end-user computing and core platform administration, ensuring a consistently stable and well-managed IT environment. Building on an established and trusted foundation, the role will set clear ownership and healthy rhythms, embed dependable, SLA-backed processes, delivering reliable, secure, and well-governed services to colleagues.

Through disciplined service management practices, comprehensive monitoring, proactive patching, and resilient continuity planning, the Technology Operations Manager will maintain the health, security, and performance of the technology estate, enabling planned improvements to land smoothly and predictably.

This role is fundamental to operational excellence: ensuring the stability and integrity of current systems, upholding strong security and governance standards, and providing the confidence required for the wider organisation to accelerate modernisation efforts without introducing undue operational risk.

Stewardship is a mid-sized, multi-service charity with 120 staff. Technology underpins all core operations and is architected as a hybrid environment, combining an on-premises infrastructure of over 100 servers, a Microsoft Azure platform comprising 600+ resources across multiple environments, Microsoft 365, and a range of business-critical SaaS platforms. This creates a technology landscape that is both operationally complex and business-critical.

You will operate as a critical counterpart to adjacent Site Reliability Engineering, Data and Insights, and Digital Product technology teams, ensuring a clear delineation between operational stability and change delivery, establishing support models, operational readiness, and ongoing run capabilities.

Welcome to Stewardship

Stewardship serves Christian donors, workers, charities and churches in the UK and beyond called to faithfully steward their personal, professional or ministry resources for God's glory. Founded over a century ago by a small group of Christians who partnered to facilitate financial support for Christian ministries, today we help over 30,000 people experience the joy of generosity, giving more than £100 million each year in support of over 6,000 charities, 4,000 churches and 2,000 Christian workers.

Our vision, mission and values

Our vision is a thriving Kingdom economy where God's people steward resources generously to advance the Gospel. We help Christians be the best stewards of the resources God gives them.

Our four core values underpin all the work we do at Stewardship:

To find out more about Stewardship, please view our short video clip

Job detail

Main responsibilities include, but not limited to:

Lead and Develop the Technology Operations Team

- Lead the End User Computing and Systems Administration teams, developing technical capability and service quality, while promoting team well-being.
- Allocate workload across the team, providing technical support and guidance as needed, alongside appropriate prioritisation to manage team capacity.
- Foster a collaborative, service-focused culture and provide escalation leadership during operational or service incidents.

Ensure Reliable, Secure and Well-Managed Technology Platforms

- Manage daily operations of core platforms (end-user devices, collaboration tools, servers, networks, Azure and co-location environments) to ensure availability, performance and reliability. This will require the role holder to 'roll up their sleeves' when required and work alongside other team members.
- Ensure patching, upgrades, backups, monitoring and system lifecycle processes are consistently executed and well-documented.
- Lead proactive monitoring, incident response and root-cause analysis to protect service continuity.
- Be willing and able to travel to colocation datacentre in Reading, approximately once per month, with occasional short-notice travel to support incident response where these cannot be resolved remotely. This may be required both in and out of normal office hours to support business-critical systems.

Manage Technology Risk and Cyber Security

- Responsibility for adhering to cyber-security controls, including endpoint protection, identity security, threat analytics, vulnerability management and security monitoring.
- Promote cyber-security awareness and champion compliance with GDPR, PCI-DSS, audit requirements and internal control frameworks.
- Maintain operational readiness for business continuity and disaster recovery, including RTO/RPO requirements and recovery testing.

Deliver Operational Excellence and Continuous Improvement

- Define and embed best-practice operational and technical standards that improve efficiency, reliability and service quality.
- Enhance processes, documentation and operational workflows, adopting ITIL-aligned practices where appropriate.
- Collaborate with SRE, Product and Enterprise Applications functions to ensure operational readiness for new releases, cloud adoption and system changes.
- Support the safe adoption of modern cloud services, including Microsoft 365 E5 capabilities and Azure-native platforms.

Other responsibilities

- Any other tasks as required by the Head of Environments, Platforms & IT Security, including acting as a delegate when required.

It's all about you...

We recognise that to be great at your role, there are certain characteristics that are important and others that enable a good fit within our existing team and culture.

You should:

- Be steady, dependable and bring a calming presence, especially when systems or people are under pressure.
- Take genuine pride in excellence, setting high standards for yourself and your team, and encouraging others to rise to them.
- Think clearly and analytically, approaching problems with curiosity, structure and good judgement.
- Communicate clearly, helping others feel informed, supported and confident - regardless of their technical background.
- Build strong, trusting relationships, working collaboratively with colleagues across the organisation and valuing the contribution each person makes.
- Be proactive and future-minded, always looking ahead to what needs to change, evolve or be strengthened to support the organisation's mission.
- Lead with care, developing, encouraging and supporting your team so that they are equipped, motivated and thriving in their roles.
- Hold a genuine desire to serve, removing friction for others and ensuring they can do their best work because of the foundations you help create.
- Be a practising Christian and be able to clearly demonstrate a personal commitment to the mission, principles, values and practices contained in our Ethos Statement. You should also be able to demonstrate enthusiasm for the Christian purposes of the organisation and a readiness to support and contribute to its ethos.

Desired skills and experience

Skills and experience	Essential	Desirable
You have demonstrable experience in an operational technology role, typically 5+ years, or equivalent relevant education.	✓	
Your experience demonstrates that you are highly capable in diagnosing and resolving technical issues, applying structured thinking to identify root causes and implement clear, long-term solutions.	✓	
You have a solid understanding of cybersecurity principles, applying them thoughtfully to protect systems, data and colleagues.		✓
You have a good working knowledge of networking fundamentals, including routing, switching, VLANs and firewalls, enabling you to oversee and support a resilient infrastructure.	✓	
You are experienced in supporting Microsoft Windows environments spanning on-premises, cloud and hybrid configurations, with hands-on experience of core technologies such as SQL Server and Exchange, and work confidently within a Microsoft-centric ecosystem.	✓	
You are familiar with service management frameworks such as ITIL, and you value structured, reliable processes that support consistent service delivery.	✓	
You have experience working in hybrid teams and environments, and you ensure that colleagues receive the same high-quality support regardless of where they are based.	✓	
You possess strong analytical and communication skills, able to translate technical issues clearly and build trust with both technical and non-technical colleagues.	✓	
You have a solid understanding of regulations, standards and compliance requirements relevant to technology operations in UK organisations.	✓	
Experience with Azure, with exposure to reliability, security controls and operational best practices within Microsoft-centric cloud environments.		✓
Understanding of DevOps or DevSecOps practices, including Infrastructure as Code and CI/CD pipelines.		✓
Experience proactively monitoring live services, identifying improvements and reducing operational toil.	✓	
Current or previous experience of leading an IT Operations Team		✓
You are willing and able to travel to the co-location datacentre in Reading approximately once per month, plus occasional short notice travel to support incident response, both in and out of normal office hours to support business-critical systems.	✓	
You have the Right to Work in the UK (we do not offer sponsorship arrangements).	✓	
You will meet our Occupational Requirement to be a practising Christian as an active member of a local church and be able to clearly demonstrate a personal commitment to the mission, principles, values and practices contained in our Ethos Statement.	✓	

Working for Stewardship

Q. What are the usual working hours?

A. Stewardship's normal office hours are 9am to 5pm, Monday to Friday, but you may be required to work flexibly between 8am and 6pm to meet organisational needs. The role also includes a one week in every three on-call rota for incident response, as well as occasional out-of-hours working to support planned maintenance activities.

Q. How much Annual Leave do you offer?

A. All full-time employees receive 27 days Annual Leave, and 8 days bank holiday leave.

Q. What are the pension arrangements?

A. Stewardship offers a generous pension contribution; the equivalent of 10% of your gross annual salary into a group personal pension scheme (applicable after 3 months service). A salary sacrifice scheme for personal contributions is also available.

Q. Is it possible to work from home?

A. Yes, this is a hybrid working role. We would expect you to be available to work in our London office approximately once a week or more frequently as business needs require it.

Q. What staff benefits do you offer?

A. Once probation has been passed, there are number of benefits available to staff:

- Subsidised exercise membership
- Hybrid and flexible working options
- Contribution to your charitable giving account
- Generous leave allowances
- Long service awards
- Participation in the Cycle to Work Scheme
- Death in Service benefit (4x annual salary)
- Option to join a Health Cash Plan
- Interest-free season ticket loan

LIVING WAGE EMPLOYER

How to apply for this role

Occupational Requirement (OR)

As a result of our Christian ethos, this post is covered by an Occupational Requirement (OR) under Part 1 of Schedule 9 to the Equality Act 2010. The successful applicant will be expected to be a practising Christian and to clearly demonstrate a personal commitment to the mission, principles, values and practices contained in our Ethos Statement, by:

- Active membership of local church congregation.
- An understanding of the faith aspects of the work of Christian charities, including the preparedness to pray with colleagues, where appropriate.

How to apply for this position

You can apply online for this role at www.stewardship.org.uk/about-us/careers

Please remember to also upload a copy of your C.V. along with a covering letter that demonstrates what you would bring to this role, to Stewardship and how you fulfil the Occupational Requirement.

Contact us

For any questions or to arrange an informal conversation about this role, please contact Joan Gray, our People, Culture & Place Administrator, on:

Telephone: 020 8502 5600, Extension 307

Email: careers@stewardship.org.uk

Stewardship
1 Lamb's Passage, London EC1Y 8AB

020 8502 5600
careers@stewardship.org.uk
stewardship.org.uk

Stewardship is the operating name of Stewardship Services (UKET) Limited, a registered charity no. 234714, registered in England & Wales, and a company limited by guarantee no. 90305, registered in England & Wales.
© Stewardship 2021