



**Anna Freud**

# Job Profile

<b>Job title</b>	IT Manager
<b>Reporting to</b>	Head of IT
<b>Employer</b>	Anna Freud
<b>Salary</b>	£48,800 FTE per annum, plus 6% contributory pension scheme
<b>Location</b>	Hybrid (a mixture of home/onsite working): staff are working onsite for at least 20% of their working hours, either at our London site (4-8 Rodney Street, London N1 9JH)
<b>Working hours</b>	Full-Time, 35 hours per week; usual working hours are Monday to Friday, 09:00-17:00. Flexible working is possible.
<b>Holidays</b>	27 days plus Bank Holidays FTE
<b>Term of contract</b>	Fixed-term (two years in the first instance but with scope to extend).
<b>DBS level</b>	Standard

## About Anna Freud

We are a world-leading mental health charity for children, young people and their families. Our purpose is to take everything that we have learned over the last 70 years, and to transform the mental health of current and future generations of children and young people, to close the gap between mental illness and mental wellness - and to create a more compassionate society for everyone. Our vision is a world where all children and young people are supported effectively to enable them to develop their emotional and mental health, build on their strengths and achieve their goals in life. Our mission is to close the gap in wellbeing and mental health by advancing, translating, delivering, and sharing the best science and practice with everyone who impacts the lives of children, young people and their families.

## **Purpose and overview of the role**

The Anna Freud IT team are focussed on supporting the organisation deliver its strategy. The increasing reliance on technology to support the strategy require much greater reliance on IT services. This means that the need to maintain the highest standards of IT operations is greater than ever.

This role sits within the IT team reporting to the Head of IT. The IT Manager will work closely with the managed service provider and IT colleagues to ensure the seamless delivery of IT operations and services. This role will need to make sure compliance targets are met, that the environment is protected by rigorous change management, and that the organisation is supported with adequate services.

The IT Manager will play a crucial role in the delivery of Anna Freud's Closing the Gap Strategy, and in particular the development of the Anna Freud Academy - a training platform delivering high calibre and evidenced based training at scale.

## **Main responsibilities of the role**

- Lifecycle management - ensure process in place to ensure software and hardware are updated to meet changing organisational needs;
- Technical Oversight - monitor technical work carried out suppliers to ensure that work meets the necessary quality standards;
- Opportunities to leverage improvements in technology;
- Change - ensure that change management processes are followed, and changes are consistent with the planned technical architecture;
- Compliance such as Cyber Essentials Plus and NHS DSP toolkit;
- Project and bid support as required by working with project managers to ensure projects have IT support needed and that projects work with existing processes and compliance targets;
- License Management;
- Problem / Incident Management, co-ordinate internal resources as needed for effective problem and incident management for issues which cannot be solely managed by support providers.

All employee responsibilities:

- Maintain an awareness of and actively follow and promote Anna Freud's policies, including Equal Opportunities, Health and Safety, Safeguarding and Information Governance;
- Complete all Centre mandatory training, including but not limited to Safeguarding, Health and Safety, Equality and Diversity and Information Governance, within the required timescales;
- The welfare of the children, young people and vulnerable adults who come into contact with our services either directly or indirectly is paramount and all staff have a responsibility to ensure that best practice is followed, including compliance with statutory requirements.

## To be noted

This is not an exhaustive list of tasks; the employee will be asked to undertake other ad hoc tasks relevant with the scope and purpose of this role. This job description reflects the present requirements of the post, and as duties and responsibilities change/develop, the job description will be reviewed and be subject to amendment in consultation with the post-holder.

## Person Specification

Before starting your application, please read the below in full to understand the requirements of this role. The key criteria which will help us to assess candidates are listed below. There is guidance to highlight at which stage the criteria will be assessed. **Please ensure all criteria listed to be assessed at application stage are evidenced in your supporting statement.**

Criteria	Assessment Method (Application/Interview/Task)
<b>Qualification/training, experience and/or knowledge</b>	
Excellent knowledge of Microsoft 365 products.	Application/Interview/Task
Experience of working in a controlled environment under change control processes.	Application/Interview/Task
Experience of working with Managed Service Providers.	Application/Interview/Task
Great technical understanding to ensure all work is consistently delivered with planned technical architecture.	Application/Interview/Task
<b>Skills and/or abilities</b>	
Excellent communications skills to be able to work with both technical and non-technical teams.	Application/Interview/Task
Methodical and organised approach to work.	Application/Interview/Task
Ability to take on ownership of issues to see them through to a successful conclusion.	Application/Interview/Task
Quick at learning and adapting to change.	Application/Interview/Task

During the interview(s), candidates will be asked at least one question regarding our values, and one question regarding equity, diversity and inclusion (EDI). We expect everyone to actively demonstrate our values and inclusive behaviours in all areas. of their work. **Our values and EDI statement can be viewed [here](#).**

## Equal opportunity

We ask our people to share their diversity dimensions with us as it helps us to identify, tackle and prevent any bias appearing across the employee lifecycle at

Anna Freud. Monitoring this information allows us to understand how well our efforts to improve diversity, equity and inclusion are working. Your responses will be held securely by our HR team in accordance with our privacy policy and will not be seen by recruiting managers or the interview panel at any stage of recruitment, therefore your responses will not form part of our selection process.

### **Further support**

We want to ensure all candidates can access and apply for our vacancies equitably, if you require any additional assistance to apply or would like to find out more about the role, please contact us on [recruitment@annafreud.org](mailto:recruitment@annafreud.org). We aim to provide reasonable adjustments where operationally possible for the work that we do.

### **Post-interview**

If successful after interviewing, you will be notified verbally with a job offer and pre-employment checks will be initiated.