



ROLE DESCRIPTION

Job title	IT Manager
Team/group	Performance and Improvement
Summary role description	This role will facilitate the provision of IT and change management support which enables CILIP to harness the new capabilities of digital and data achieved through the Digital Improvement programme.
Reports to	Operations Director
Normal place of work	CILIP offices/hybrid
Salary	£38,000 - 43,000 (depending on experience)

We expect everyone to meet the core CILIP team values:

Contributes purposefully and is solution focused
Embraces change and is a creative problem-solver
Committed to diversity and inclusion
Committed to our shared purpose, and to delivering excellence for our members
Demonstrates an organised approach
Works well under own initiative and as part of a larger team
Flexible and willing to get involved in a range of activities
Proactive in monitoring performance and sharing knowledge
Curious and enthusiastic about new technology

In this role, you will:

- Undertaking any required actions to ensure the smooth running and operations of the systems and services under the IT and digital function.
- Provide support for users (internal and external) including logging, prioritising, and resolution of cases. Proactively identify issues: cause(s), and resolution – e.g. interruptions in service – with support from our external IT support provider where necessary.
- Work internally and externally (with CILIP’s partners) to implement the steps in CILIP’s Digital improvement programme roadmap.
- Be a digital champion and support CILIP staff in optimising both existing and planned (via the Digital improvement programme) systems and platforms to be implemented including the new Learning Management System (LMS) and Community Platform.

- Support the Operations Director to develop and maintain incident and response procedures, disaster recovery plans, cyber security policies, an IT training agenda and content (in conjunction with the HR Manager), and best working practice.
- Liaise with CILIP's external IT support contractor to identify, plan, and implement relevant changes to the digital infrastructure, including developing an intranet on SharePoint and optimising the use of Azure Directory.
- Work as a proactive member of the cross-organisational 'digital team', comprising users and stakeholders with responsibility for CILIP's platforms and systems:
 - facilitating integration where possible
 - creating/refining standard operating procedures
 - working with the Director of Business Development, Website Manager and Communications Manager to facilitate the effective operation of our sales/marketing/communications tools and our web-estate.
- Ensure the security of data and back-up systems are up to date.
- Provide cross-team support for the planning and implementation of projects, campaigns, and activities where these depend upon CILIP's platforms or systems.
- Developing and maintaining strong relationships with providers/suppliers, supervising on-site external engineers if required, and to liaise with external support teams where necessary.
- Any other duties that may reasonably be expected of this role.

Person specification:	E/D
Work Experience	
Professional experience in an IT change management role	E
Experience of managing relationships with contractors	E
Experience of supporting a cross-organisational approach to harnessing the value of digital and data	E
Evidence of driving digital performance and improvement	E
Skills/Abilities	
Strong IT and digital skills	E
Ability to work effectively under own direction and as part of a team	E
Strong customer and relationship management skills	E
Ability to translate complex/technical issues into plain language	E
Personal details	
Highly motivated self-starter with a focus on outcomes	E
Personal commitment to promotion of Equality, Diversity and Inclusion	E

Commitment to CILIP's values, vision and mission	E
Education/Qualifications	
No specific academic or educational requirements although these would be advantageous	D
Other Circumstances	
The ability to work according to the CILIP Hybrid Working Policy	E

Success criteria:

The success of this role will be assessed through:

Growth	Achievement of business plan targets for the reliability, flexibility, and utility of CILIP's platforms and systems.
Value for members	Supporting our performance targets for membership retention and recruitment by facilitating seamless digital experiences.
EDI	Ensuring that all training provision, whether direct or third party, meets CILIP's commitment to equality, diversity, representation, and inclusion.
Performance & improvement	Working collaboratively across teams to ensure that the whole organisation is able to harness our digital and data platforms to drive performance.

Other key information:

Managerial Responsibility	This role has no line manager responsibilities but will work with colleagues across the business and oversee external IT contractors.
Dimensions and Limits of Authority	Post-holder has responsibility and accountability for own work area and leads independently on this. The post-holder is responsible for ensuring their knowledge is kept up to date through regular Continued Professional Development.