



# Job Description & Person Spec

**BUSINESS, DATA & COMPLIANCE**

**Manager**

**June 2024**



**Dandelion  
Time**

<b>Job Title</b>	<b>Business, Data and Compliance Manager</b>
<b>Contract</b>	Permanent
<b>Location</b>	Hybrid including all Dandelion Time's sites and HQ
<b>Hours</b>	22.5 to 26 hours each week over a minimum of three days (Monday to Friday)
<b>Salary</b>	Salary circa £31,000 per annum for a full-time equivalent role. Actual salary £18,600 per annum for 22.5 hours up to £21,493 per annum for 26 hours.

### Job Outline

Reporting to the Director of Finance this role will manage the IT infrastructure, Data Protection, GDPR, related procurement contracts and policy requirements for the charity to enable it to meet its legal, strategic and operational objectives and to manage the Risk Register. This role is key in supporting and working in close collaboration with all Dandelion Time departments.

### Main Duties and Responsibilities

#### Policies, procedures and procurement contracts

- Responsible for the development, review and update of the Charity's business management policies and procedures to meet legal and operational requirements and which reflect the Charity's values and ethos.
- Maintain a Charity wide policy and procedures database to ensure both are reviewed regularly by the Policy Owner and approved by the Board of Trustees.
- Maintain and update the Risk Register delegating to departmental managers as required.
- Liaising with the SMT and departmental managers, review current and future contractual agreements the Charity has with consultants, partners and suppliers, ensuring they adhere to acceptable professional standards in line with the Charity's procedures and donor requirements.
- Provide research assistance to the SMT to support the roll out of the Strategic Plan

#### IT and Communications Management

- Develop, implement and continuously update an appropriate IT strategy.
- Supervise and maintain DTs IT infrastructure, ensuring it meets the evolving needs of staff and operations.
- Manage the procurement of IT equipment (such as laptops and PCs), ensuring all acquisitions comply with organisational and donors' procurement policies and procedures.
- Directly manage our external IT consultant (currently ImprezalIT), ensuring alignment with the charity's objectives and standards.
- Administer online subscriptions and software licenses, optimising resources and costs effectively.

- With the support of our external IT consultant, oversee user accounts and permissions ensuring secure access and data integrity across Microsoft 365 and several database and business applications.
- Ensure adherence to IT security protocols, proactively mitigating risks and liaising with external IT support as needed to address issues promptly.
- Manage the supply and implementation of contracts such as Broadband, Mobile Phones, Voice Communications (currently via Microsoft 365).
- Develop a functional level of knowledge of CRM and client and other databases not supported by the external IT consultant to encourage effective use, support the extraction of data, and avoid duplication of activities.

#### **GDPR & DATA PROTECTION**

- Ensure the Charity responsibly retains, processes, stores and disposes of all data and sensitive information in accordance with best practice and relevant regulations.
- Promote a culture of data privacy awareness providing guidance to the SMT and conducting data protection training sessions for DT staff and volunteers.
- Identify potential privacy risks and implement measures to mitigate those risks.
- Facilitate data subjects' rights requests and provide expert guidance and support in the event of a data breach.
- First point of contact with ICO.

#### **Duties and Responsibilities of All Staff**

- Maintain a sensitive and professional approach towards colleagues, volunteers, children and families, mindful of confidentiality and anti-discriminatory practices.
- Abide by health and safety guidelines and risk assessments and share responsibility for own safety and that of colleagues, volunteers, children and families.
- To respect the rights of individuals by maintaining confidentiality and working in line with data protection legislation.
- To create positive relationships and to treat everyone with dignity and respect, adhering to Dandelion Time's core aims and values, and adhering to the Equality and Diversity policy.
- To be proactive in improving Dandelion's environmental performance across all areas of the charity, complying fully with Dandelion Time's Environmental Policy.
- To contribute to the effective and efficient running of Dandelion Time by awareness of, and compliance with all policies and procedures.

- Prepare for and attend regular team meetings, mandatory training, annual appraisals and personal development sessions.
- To work closely with line manager to establish targets and develop strategies to meet them.
- To undertake any other relevant duties as required to ensure the effective provision of Dandelion Time objectives.
- This job description may be subject to joint review from time to time between the post-holder and Dandelion Time, and as such is liable to amendment.

#### Other Requirements

This post requires regular screening by the Disclosure and Barring Service (DBS).

This post requires the postholder to disclose any referral/s to the LADO.

The post holder will be required to attend up to 4 days of mandatory training per year and full team meetings. These may be outside of normal work pattern.

This post is hybrid with some flexibility around working arrangements. The post-holder will need to be available to travel to site for at least 1 day each week.

## Person Specification

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*Applicants will be expected to demonstrate the following through the recruitment process. On the application form, applicants should detail their skills, experience, and knowledge for all 'essential' criteria.*

	• Essential	• Desirable
<b>Qualification</b>	<ul style="list-style-type: none"> <li>• Good standard of general education.</li> </ul>	<ul style="list-style-type: none"> <li>• Degree or equivalent.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience working in a compliance focused role.</li> <li>• Experience of drafting policies and contracts.</li> <li>• Familiar with Data Protection and GDPR regulations and their implementation.</li> <li>• Experience of IT and Communications infrastructure management</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working within the charity sector.</li> <li>• Experience in SME.</li> <li>• New system implementation</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• An understanding of organisational policies and procedures, with the ability to contribute to their creation, development, implementation and review.</li> <li>• Understanding of regulatory guidelines and policies.</li> <li>• Knowledge of data management, protection and security.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of Safeguarding children and young adults</li> </ul>
<b>Skills and Abilities</b>	<ul style="list-style-type: none"> <li>• Excellent written and verbal communication skills.</li> <li>• Meticulous, methodical, diligent, and conscientious.</li> <li>• Excellent planning skills, able to manage and prioritise a varied workload.</li> <li>• Proactively stays abreast of industry, legislative and best practice developments.</li> <li>• Able to distil complex / technical concepts and communicate them effectively to a wide audience.</li> </ul>	

	<ul style="list-style-type: none"> <li>• Able to work under pressure with flexibility and resilience.</li> <li>• Able to think laterally and creatively to find solutions and resolve problems.</li> </ul>	
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Strong interpersonal skills with a collaborative mindset; works effectively with others to achieve common goals.</li> <li>• Adaptable and proactive - displays a can-do attitude.</li> <li>• Self-motivated – a “completer/finisher”.</li> <li>• Driven and willing to work in a busy, growing charity with minimal supervision.</li> </ul>	<ul style="list-style-type: none"> <li>• A personal interest in, and commitment to, the mental wellbeing of children and young people.</li> </ul>

**Other requirements of the post**

Driving license or other means of transport suitable for travel to areas not served by public transport.

## *Restoring Hope to Young Lives*

Dandelion Time, Charlton Lane, West Farleigh, Maidstone, Kent ME15 0NY

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