

Breakthrough T1D Recruitment Pack



We are the leading global type 1 diabetes (T1D) research and advocacy charity; we help make everyday life with T1D better while driving toward cures.

Today, we are opening doors closed by a diagnosis of T1D. We do this by connecting the brightest minds and investing in the most promising research, campaigning for access to treatments and technology and supporting the T1D community. Tomorrow, we will make this condition a thing of the past.

"Breakthrough T1D provides a brilliant mix of passion, flexibility and a can-do culture that adds to an unwavering commitment to helping people with type 1 diabetes, which I couldn't get anywhere else! It's a brilliant place to work!"

Chris Bright, Community Partnerships and Events Lead

Thank you for considering Breakthrough T1D



**Karen Addington,
MBE**
Chief Executive
Officer,
Breakthrough T1D
UK

We're delighted you're interested in joining us at such an exciting time in our mission. We're driving life-changing breakthroughs to improve lives today and bring us closer to a future without T1D. Thanks to the support of our community and dedicated colleagues like you, the pace of change is accelerating faster than ever.

As part of a global organisation, you'll be connected to an incredible network of researchers, advocates, and supporters who are breaking down barriers and opening up new possibilities for everyone affected by T1D.

Here in the UK, you'll be part of a passionate and collaborative team, united by a shared purpose. Your work, whether you're raising vital funds or supporting the T1D community in other ways, will directly help people live better, healthier lives while moving us closer to a world without T1D.

Thank you for wanting to be part of our team, your contribution will make a real difference.

Our values:



Stand as one:

Moving forward together by embracing different perspectives, backgrounds, and expertise.



Act with purpose:

Staying true to the needs of our community and our organisation.



Lead with kindness:

Always meeting people with empathy and support.

Senior IT Manager

Job Description

DEPARTMENT

This role heads the central IT and digital resource within Breakthrough T1D, overseen by the Director of Finance and IT. Following significant investment in new digital systems and platforms across the organisation you will be responsible for all elements of IT within the organisation, and extend those developments in continuing to modernise all aspects of our use of IT and ensuring optimal integration between the different parts of Breakthrough T1D's cloud hosted digital and IT infrastructure. You will be resourceful in self-learning and applying best practice in relation to developing current systems and processes in close liaison with colleagues responsible for our website and CRM. This is a broad-ranging set of responsibilities in the context of a voluntary sector organisation with c. 70 staff and a small IT team of two.

PURPOSE OF THE ROLE

- Overall responsibility for IT at Breakthrough T1D, including oversight of the third-party support provided by the external IT support agency, active directory management, procurement of services and equipment etc.
- Provide strategic guidance on IT and digital practices, alongside a coordinated programme of training, to other Breakthrough T1D teams in line with the digital transformation strategy and beyond, deepening IT and digital expertise across the charity
- Leading the internal helpdesk service provided to colleagues alongside the IT Support Engineer
- Implementing technical IT aspects of the digital transformation strategy
- Responsibility for managing BT1D's cybersecurity posture and response plans, ensuring high quality training is provided to colleagues, and achieving successive accreditations over time
- Ensuring the effectiveness of all services, with an appropriate focus for the scale of the organisation on value for money in relation to both services and equipment
- Keeping up to date with developments in the provision of digital and related systems and services (including cybersecurity), and horizon scanning to ensure BT1D stays abreast of developments, and is providing and preparing for solutions futureproofed for the medium and long term

JOB TITLE:

Senior IT Manager

STATUS:

Permanent

HOURS:

35 hours per week (Breakthrough T1D operates a flexible working hours policy)

SALARY:

£47,925 per annum

HOLIDAY:

25 days plus statutory holidays (increasing with years of service)

LOCATION:

Hybrid working Part London office-based and part home based. The post holder will work a minimum of one day a week in the office

REPORTS TO:

Director of Finance and IT

DIRECT REPORTS:

IT Support engineer

KEY INTERNAL**RELATIONSHIPS:**

Teams working on digital transformation projects, particularly CRM, finance and website development

KEY EXTERNAL**RELATIONSHIPS:**

External IT service providers, US IT team

Senior IT Manager

Job Description

KEY RESPONSIBILITIES

Mainstream IT

- Work closely with the Director of Finance and IT in leading the IT team and service
- Oversee the work of our external support agency, including third line helpdesk support as required and in relation to support of our office in Scotland
- Administration of user accounts through Active Directory, setting up and closing down accounts, managing updates and patches to all devices, troubleshooting pcs and laptops etc
- Provision of excellent first and second line helpdesk support to the organisation both personally and through oversight of the IT Support Engineer
- Procurement of IT equipment and ICT services, and managing and documenting licensing and warranty arrangements
- Preparation of draft IT policies and updating ICT documentation
- Leading cybersecurity assessments, systems, documentation and staff training (currently via Phished.io)

Team Management

- Line manage the IT Support Engineer, including regular project and line management one to one meetings, annual appraisal, setting goals and monitoring progress against agreed yardsticks
- Take responsibility for the development of the Support Engineer in relation to both helpdesk support to colleagues, and managing central IT/digital infrastructure in our fully cloud-hosted environment

Senior IT Manager

Job Description

KEY RESPONSIBILITIES

Digital projects and focus

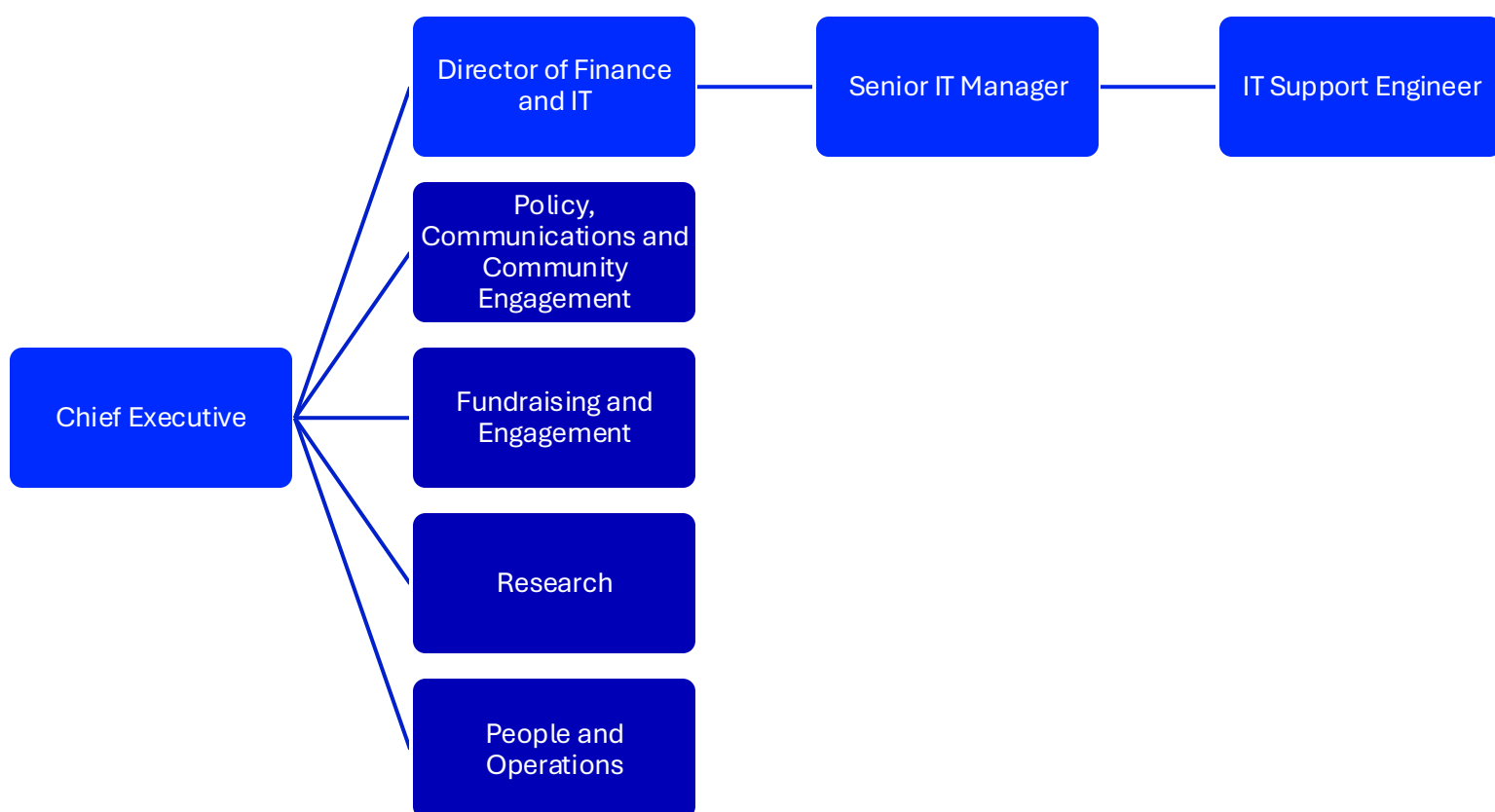
- Attend meetings of the digital working group which coordinates production and adherence to our digital strategy, and monitors developments across our digital systems backbone, including consideration of new services, and lead on reporting to this from an IT perspective, and ensuring central IT requirements are met in other topics under review
- Management of our Azure tenant, which includes our CRM data repository, including two stage backup arrangements via Azure and third party (currently Datto)
- Liaison with the team responsible for our CRM (Donorfy), especially in relation to integration where possible with other systems and platforms
- Coordination with the team responsible for our website architecture, particularly in relation to the selection and management of third-party website and CRM integrations with the Office 365 platform suite
- Proactive technical support and guidance for Office 365 platform and related systems across BT1D (including liaison with external providers)
- Coordination of digital/systems training for staff in conjunction with HR, and other digital teams where appropriate
- Obtaining relevant forms of personal accreditation on relevant systems (e.g. MS 365 ecosystem)
- Any other duties as required

EQUAL OPPORTUNITIES

Breakthrough T1D is an equal opportunity employer and does not discriminate against employees for job applications on the basis of race, sexual orientation, religion, colour, sex, age, national origin, disability or any other status or condition protected by applicable law. This policy extends to but is not limited to recruitment, selection, remuneration, benefits, promotion, training, transfer and termination.

Breakthrough T1D is the operating name of Juvenile Diabetes Research Foundation Limited, a registered charity No. 295716 (England and Wales) and SC040123 (Scotland).

Senior IT Manager Department Organogram



Senior IT Manager Person Specification

Person Specification	
Criteria	Essential
Experience:	• Management of digital systems, in particular Microsoft 365 • Digital project management/rollout of digital systems • Providing IT/digital support to multiple teams across an organisation • Management and development of good relationships with external IT support services and suppliers • Co-ordinating training for multiple teams, and mitigate against the risk of cyber attacks • Involvement with management of digital systems (CRM, website) • Cybersecurity systems and training • Drafting IT policies/documentation
Skills:	• Ability to think and plan strategically by keeping abreast of developments, and planning for appropriate application of these to the scale and sophistication of the organisation • Excellent technical skills (system administration and integration) • Excellent technical support skills • Excellent project management skills • Excellent communication and relationship building skills, with the ability to communicate at all levels of the organization (including SMT and the Board), and make complex technical issues accessible to the widest audience • Form strategic alliances with peer leaders of digital services in BT1D, and work towards mutual understanding of priorities and their application • Ability to understand the needs of different teams and of the charity as a whole, and to find digital solutions to meet those needs
Style of working:	• Commitment to working towards agreed priorities • An understanding of how to contribute to teamwork and manage cross-organisational working relationships • High level of initiative and problem solving, and ability to find and learn from appropriate information resources • Approachable and friendly source of digital knowledge
Other:	• Willingness to work some hours outside the normal working day from time to time

Employee Benefits



As an employer we offer:



Hybrid working arrangements



Pension scheme



Season ticket and cycle loan



Generous annual leave entitlement – 25 days per year plus bank holidays for full-time staff with leave increasing after three and five years' service



Health cash plan that allows you to claim for some treatments such as dental, optical and physiotherapy treatment



Flexible working and will consider compressed hours



Family-friendly policies – maternity, paternity, adoption and shared parental leave at enhanced rates



Personalised training to suit your career aspirations and professional development