



JOB PROFILE

Job Title: I.T. Manager
Salary: Band C - £45,000 to £60,000
Contract: Full Time - Permanent
Reporting to: Director of Operations
Direct Reports: 2

Main purpose of position

Reporting to the Director of Operations this role will be responsible for designing, creating and maintaining the organisation's IT services. The Manager will be the 'face' of IT Services, providing leadership in infrastructure planning, support services, data flow, data security and managing IT change projects.

Willing to challenge the status quo, the role will drive continuous improvements, while maintaining the stability and security of Children with Cancer UK's operational systems and processes. Delivering technology services within agreed levels and budgets the role will build strong, impactful business relationships and develop a culture that promotes ownership, accountability, agility, responsiveness and alignment within the wider business.

The I.T. Manager will provide a detailed vision of how to secure a leading-edge technological advantage that can grow with the charity, oversee its design and procurement, and deliver it. It will build a delivery model that will address any bottlenecks and ensure our infrastructure is fit for the business need through a period of significant growth.

It will simplify and modernise Children with Cancer UK's technology architecture and information flow (including database design) as well as develop an IT roadmap that will lead communications and develop relationships throughout the organisation, proactively initiating and delivering projects to continuously improve services, which will ensure the Charity's IT department provides first class support to business colleagues.

Our Vision

Our vision is of a world where no child dies of cancer.

Since we were inaugurated in 1988, we have been dedicated to fighting the injustice of cancer in children. We raise and invest money for vital specialist research to save the life of every child with cancer and keep their family together.

By liberating visionary researchers and accelerating breakthroughs we have helped to drive childhood cancer survival rates up from 63.7% in 1990 to a predicted 84%* in 2017.

We also support families whose lives have been turned upside down by:

- helping to fund the building of free patient and family homes near hospitals around the UK;

- supporting charities offering financial assistance to families during treatment;
- giving children and families unforgettable days out – creating memories that can never be lost.

* Survival rates are based on 5 year survival. The 84% figure for 2017 is an estimated figure by the Office of National Statistics, exact figures will be known in 2023.

Children with Cancer UK (the Charity) is the leading national children's charity dedicated to the fight against childhood cancer. Our aims are to determine the causes, find cures, improve treatments and provide care for children with cancer.

Key Responsibilities

Deliver First Class I.T. Infrastructure

- Responsible for service provision of network, hardware, software and communications across the organisation
- Responsible for designing and implementing the best data storing, information accessing, desktop and mailing environment across the Charity
- Responsible for database management and evolution, liaising with the Charity's end users to ensure that the database is fit for purpose and business information can be retrieved quickly, easily and in a variety of formats
- Monitor the network/systems to ensure optimum availability of systems for user departments, including fundraising and donation technology.
- Ensure that appropriate IT management processes are in place, documented, followed and reviewed
- Perform software and hardware upgrades to an agreed schedule avoiding any major disruptions to users

Lead and deliver a First Class IT Support Service

- Lead the IT team offering first line support
- Lead the delivery of technical training and support for the Charity's staff, including the oversight of preparation and maintenance of documentation, manuals and user notes.
- Manage IT service requests to SLA targets
- Monitor and report on KPIs and SLAs and make recommendations for improvements

Staff Management

- Manage the daily workload of the Charity's ICT staff of 2
- Set and manage the team budget in conjunction with the Director of Operations

External suppliers

- Establish and maintain strong and productive relationships with IT Managed Service Partners, Suppliers and third parties to ensure that service performance is effectively managed and monitored

Responsibility for Assets

- Manage the hardware and software asset register and advise on replacement strategies

- Oversee the purchase and safe disposal of IT equipment

IT Security

- Maintain the security and safe use of hardware and software throughout the Charity
- Implement and monitor the Charity's practices for data protection, internet use, e-mail, security and ICT resource management
- Ensure appropriate backup, anti-virus, update and patching maintenance is undertaken to agreed SLAs

PERSON SPECIFICATION

Experience and Skills

Criteria	Essential	Desirable	How Assessed
Skills / Ability	<ul style="list-style-type: none"> • Experience in leading project management and delivery • Proven track record in delivering successful, complex IT projects with an element of business change • Knowledge of project management principles, methods, techniques, tools and emerging trends • Experience of leading, managing and motivating others and driving change. • Demonstrate strong analytical skills and be able to translate the needs of the end user into a comprehensive and understandable requirements specification • Experience of developing, managing and reporting on SLA based services • Ability to put yourself in the customer's shoes and never lose sight of how end users think. • Excellent communication skills, ability to communicate complex ideas simply and to engage with a wide range of stakeholders 	<ul style="list-style-type: none"> • Experience of managing transitions to cloud based systems • Experience of Business Information consultation • Excellent judgement and analysis with the ability to broker solutions to complex problems 	Application and interview

	<ul style="list-style-type: none"> • Creativity and imagination in seeing new approaches, painting the vision, overcoming obstacles and showing that ambitious goals can be achieved. 		
Knowledge	<ul style="list-style-type: none"> • Broad technical experience and understanding, particularly in a Microsoft 365 environment. 		Application and interview
Qualifications	<ul style="list-style-type: none"> • Educated to degree level or equivalent level of experience 		Application
Disposition / Personal qualities	<ul style="list-style-type: none"> • Able to work independently under your own initiative as well able to maintain your own personal development in this area, in keeping up with service management innovations. • Able to persuade, challenge and influence when needed • Adaptable and flexible • Service and Goal oriented. • Attentive to detail • Self-motivated • Responsible patient and trustworthy • Good people skills • 'Can do' attitude, bright, energetic and having a sense of humour! 		Interview

This job description outlines the current main responsibilities of the post. However the duties of the post may change and develop over time and this job description may, therefore be amended in consultation with the post holder.