Job Description

Hope into Action IT and Systems Manager

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| Job title: | IT and Systems Manager |
| Responsible to | Executive Director |
| Hours | 4-5 days a week (32-40 hours) |
| Internal working relationships | Support Centre Staff,  Trustees and volunteers  Line managed city teams |
| External working relationships | IT Contractors: Complete-IT, Smellie Savage, Phone contractors, Harlequin, Bright-Office.  Wider Hope into Action network |

# Position Overview

This role is to Manage and develop Hope into Action’s

* IT Systems: Responsible and accountable for the smooth running of our computer and software systems within the limits of requirements, specifications, costs and timelines.
* IT Policies and protocols.
* IT Projects: to develop and implement new IT projects as required.
* To oversee the induction and training of new staff and franchise partners. To oversee the change management of new projects.

# Essential Job Functions

## Management and Systems:

* Act as front-line contact for and manage the out-sourcing of IT contracts, including help desk, finance, CRM database and outcomes software, mobile, landline, internet and printers / copiers.
* Advice on best practice and latest advances in technology.
* Liaise with staff on the IT systems used, regularly listening to their needs and usage.
* Carry out annual survey and regular monitoring of staff and network IT usage.
* Manage all our software and IT systems, looking to drive efficiencies and develop new and best practice.
* Oversee, develop and manage IT projects to support Hope into Action’s further development.
* Work with Finance Director to create and maintain the IT budget
* Work with all staff on IT issues.
* Travel around the network as required.

## 2 Strategy:

* Develop a 3-5 year IT strategy for approval and then implement in defined phases as planned projects.
* Work closely with the Executive on developing and implementing a 3 year communication strategy.
* Input into organizational and other strategy.
* Produce monthly reports for Management and the Exec
* Present reports against KPIs and statistics to Sub-Committee and Full Board meetings when required

## 3 Development

* Oversee the on-going development of the SharePoint Online site as a robust efficient tool for HIA day-to-day use,
* Assist Executive with best practice and business process development
* Oversee the development of outcomes data collection and presentation.
* Report into and advise the IT management group, investigating and implementing new developments for IT.
* Develop specifications and procuring hardware and software for IT purposes.
* Carry strategic over-sight of IT budgets, looking to drive efficiencies, less friction in staff usage, new automated systems, etc.

## 4 Staff and Network Training

* Organise, create and deliver training material and training sessions for existing and future staff and associated HIA organizations and franchise partners.
* Develop on-line, video and peer-to-peer training as well as direct delivery to ensure highest standards of adoption across the network.
* Over-see change management of IT and software and systems change.
* Advise on efficiency or ‘ease of use’ improvements that could be made in staff usage and management of systems.

## 5 Data Protection and Policy development

* Ensure that HIA’s data security, appropriately permissioned and that Data Protection requirements are complied with.
* Input into other policy development as appropriate.
* Oversee information security, hardware security and maintain network and user security through hardware or software installation and education of staff and network

## 6 Oversee the IT assets of Hope into Action

* Organise troubleshooting or repair when necessary for IT equipment
* Maintain inventory and track inventory and status for hardware and software throughout the organisation
* Establish relationships with technology vendors
* Advise about the organisation’s IT equipment, networking, and connectivity needs and purchases of products, parts, and services as necessary
* Develop emergency plans for equipment, power, or security failure to preserve technology and data
* Research and stay up-to-date regarding new IT equipment and solutions
* Attend trade exhibitions and workshops to keep abreast of new developments

## Other / Administrative

* Carry out other IT related duties as required from time to time.
* Maintain and strengthen current systems offering suggestions for improvement where required
* Attend away days, spiritual retreats, skype meetings, training days and other events
* Identify training opportunities for yourself

## Spiritual Leadership

* Ensure the organization retains a strong Christian ethos, culture and practices throughout, with a strong emphasis on prayer and a Biblical basis for decision and policies.
* Devote specific time to pray for the organization and attend regular retreats.

# Person Specification

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|  | **ESSENTIAL** | **DESIRABLE** | **USEFUL** |
| **Experience** | * Wide range of strong IT skills, including knowledge of MS SharePoint and MS Office * Ability to understand teams and possess people management skills * Developing new areas of work * Excellent written and verbal skills, report writing etc. | * Experience in the Management and leadership of teams and organizations. * Experience in Charity Management and Leadership * Experience of active participation by charity clients * Good understanding of budgets and financial reporting * Experience of Client Consultation * Experience of running training events and sessions | * Experience as, or working with a Charity Trustee * Experience of managing staff mobile phone contracts |
| **Skills/Abilities** | * Relationship building & networking skills. * Strong organizational skills * Ability to lead and partake in prayer and worship or thanksgiving events. * Ability to develop effective working relationships with a range of partners, staff, investors * Able to travel independently throughout the country * Strong attention to detail * Ability to work under pressure | * Able to demonstrate excellent interpersonal and communication skills * Driving licence |  |
| **Personal Qualities** | * Approachable * Encouraging * Self-motivated * Problem Solver, decision maker * Good team player |  |  |
| **Qualifications** |  | * Educated to degree level * Financial qualifications |  |