

Post: IT Manager

Delegated Authority

Team: IT

Responsible to: Director of Finance & IT

Responsible for: Help Desk Analyst and Help Desk officer

Job Purpose

The IT manager is a key business partner for SHP's managers. He/she is responsible for providing high quality IT service and pro-actively supporting senior managers. The role will support the Director of Finance and IT in leading the management of IT systems and controls that are in place to provide secure access and security for SHP's data and information to stakeholders to make business decisions.

You will be responsible for helping to set the strategic direction for the organisation by advising senior managers and trustees on developments in the digital space and using data to make decisions about the future of the organisation. Managing a small team, you will also act in a project management capacity taking the lead on delivery of projects and system implementations. The role will lead on specific projects, focussed on establishing IT workflow processes in the organisation and facilitating the transition to new processes or systems where required, including establishing new contracts for provision of services like Internet and Telephone lines.

You will ensure a seamless and stable staff and clients experience across all our locations through the proactive support and management of all technical systems. In addition to ensuring the smooth running day to day operation, you will be hand-on with responsibility for managing the IT helpdesk and all third party providers.

Key accountabilities

1. Managing and supporting web based applications.
2. Development and day to day management of systems ensuring that the associated infrastructure is robust, up-to-date and fit for purpose.
3. Stakeholder management including proven experience of developing and managing successful partnerships with internal and external organisations.
4. Communicate effectively with individuals at all technical levels and within an organisation.
5. Advocate for change across organisations to help improve working practices via collaborative tools and technologies.
6. IT security and access, Office 365 management and cloud management.
7. Supporting the Director of Finance and IT with developing the staff, systems and procedures within the IT Department.

8. Working with third parties and suppliers to manage cases on behalf of the end user, being technical liaison. Escalating where necessary and ensuring third parties meet their SLAs
9. Flagging software, hardware and configurations if they are not in line with best practise, legal requirements (e.g.: PCI-DSS), company standards
10. IT Helpdesk, Infrastructure, Information and Network Management to ensure impact on services is minimised and SLA's met in line with agreed targets.

1. IT Controls and Processes

- 1.1 Support the Director of Finance and IT in the annual IT budget preparation and five year IT investment plan.
- 1.2 Responsible for delivering the IT strategy and supporting the Director of Finance and IT in ensuring the IT strategy is updated to reflect changes in business strategy.
- 1.3 Responsible for security and access to systems and maintaining that checks are in place to ensure no unauthorised access is gained to organisations data or information.
- 1.4 With the Director of Finance & IT, consider longer term IT strategies and scenarios to support decisions by senior managers and the board.
- 1.5 Responsible for proposing the KPI's for the IT team and presenting reports monthly to show the actual performance against the agreed KPI's.

2 Policies and procedures

- 2.1 Liaise with managers to ensure that new processes are introduced as required and that roles and responsibilities are clear.
- 2.2 Review IT policies and procedures annually and update as necessary in light of any legislative changes, obtaining approval for any changes at the appropriate level.

3 People management

- 3.1 Manage the IT team members in line with all SHP people management policies, including probation, supervision, appraisal and training.
- 3.2 Ensure IT team's member performs their role efficiently and effectively to provide excellent service to their internal customers.
- 3.3 With the Director of Finance and IT, ensure that all members of the IT team receive adequate training and supervision to enable them to undertake the tasks in their role effectively.
- 3.4 Provide opportunities for staff to learn new techniques and acquire new skills and knowledge.

4 Internal and external communications

4.1 Deal effectively and efficiently with queries from staff, and external enquirers.

4.2 Provide clear written reports, guidance and correspondence when needed.

4.3 Provide induction and training for staff in IT procedures and policies.

5 System development and process improvement

5.1 Recommend and implement ways in which the systems can be improved and integrated better with other data management systems by working closely with managers to understand the nature of business and services. Ensure that planning and monitoring systems and processes are in place to support them.

5.2 Develop and maintain systems and processes to enable all activities under the IT team be carried out efficiently.

5.3 Ensure that the systems operate effectively. Liaise with staff to improve the operation of the systems and to ensure the integrity of data is maintained at all costs.

5.4 Develop and maintain appropriate IT procedures and internal controls.

This job profile is intended to reflect the main accountabilities of the post and is not an exhaustive list of duties. The post holder may be required to undertake other duties which are commensurate with the role.

Technical and professional know-how required for effective performance

1. Experience of working independently and leading an I.T team
2. Experience of analysing, interpreting and clearly presenting I.T information
3. Experience in developing new processes and procedures.
4. Experience of managing security and access for staff.
5. Experience of Office 365 migration and cloud management.
6. Experience of procuring I.T contracts to deliver services e.g. Telephone, Internet etc.
7. Ability to work and communicate well with colleagues in other disciplines, at all levels, and with suppliers and professional advisors.
8. Ability to plan and organise work in order to meet tight deadlines.

Competencies Required For Effective Performance:

Competency	What this looks like in practice	Level
<p>Analytical Thinking</p> <p>(The ability to give proper consideration to problems and to come up with good solutions.)</p>	<p>Solves complex and strategic problems</p> <ul style="list-style-type: none"> • Sees beyond the immediate issue. • Considers the wider and strategic implications. • Takes into account wider political, social and economic factors. • Is able to articulate abstract and complex problems... • Carries out analysis of complex information in order to identify the main issues. • Considers the whole process or situation from different angles. • Proposes new or original solutions. 	3
<p>Commitment and Drive</p> <p>(The ability to take the initiative and achieve targets and results)</p>	<p>Goes the extra mile</p> <ul style="list-style-type: none"> • Willingly take on extra tasks and/ or responsibilities outside of their current role. • Look for and enjoy new challenges and opportunities. • Achieve results through their own motivation and drive. • Starts and carries through new projects. • Consistently achieve high standards for themselves (and others). 	3
<p>Efficiency and Effectiveness</p> <p>(The ability to plan and organise work so that deadlines, targets and standards are met)</p>	<p>Ensures that others deliver work on time and to standards</p> <ul style="list-style-type: none"> ▪ Communicates expectations of standards and timescales to others. ▪ Holds others accountable for delivering on time and to standards. ▪ Constructively and decisively deals with performance issues. ▪ Allocates resources in line with organisational priorities. ▪ Delegates tasks and projects effectively. ▪ Ensures that projects and initiatives are planned and executed in conjunction with other departments. 	3
<p>Teamworking</p> <p>(The ability to work cooperatively and supportively with their own team and other teams across SHP)</p>	<p>Builds team spirit</p> <ul style="list-style-type: none"> • Acts to promote cooperation in the team. • Emphasises the strengths of the team and builds on them. • Offers support and coaching when required. • Proactively identifies and manages conflict within the team. • Takes collective responsibility for team actions and decisions. • Represents the team positively to others in SHP. 	2

<p>Effective communication</p> <p>(The ability to communicate with others in a cooperative and sensitive way.)</p>	<ul style="list-style-type: none"> • Influences people inside and outside the organisation • Speaks with enthusiasm and conviction. • Networks effectively inside and outside SHP. • Adapts their style and approach to the needs of the audience. • Presents information so that others understand and are engaged. • Sells the benefits of their proposals to others. • Finds win- win results for both parties in a negotiation 	<p>3</p>
<p>Resilience</p> <p>(The ability to deal with situations with clients and colleagues with confidence.)</p>	<p>Is assertive and self confident</p> <ul style="list-style-type: none"> • Presents self in a confident manner. • Raises issues in a constructive way. • Able to make clear decisions and act on them. • Remains calm and self controlled in challenging situations. • Acts decisively and appropriately in a crisis. 	<p>2</p>
<p>Leadership</p> <p>(The ability to motivate, inspire and develop others)</p>	<p>Encourages and develops others</p> <ul style="list-style-type: none"> • Helps others to see what they can achieve and how they could develop. • Recognises and builds upon others strengths and expertise. • Praises individuals and the team for a job well done. • Gives constructive feedback, both positive and negative with evidence. • Encourages others to state their views and contribute to the team. • Shares problems with the team and asks for their input. • Recognises when the team or individual is stuck and works with them to find a way forward. 	<p>2</p>
<p>Putting the Customer First</p> <p>(The willingness and ability to deliver the best possible person centred service to our customers - customers may be service users, RSLs, statutory bodies, colleagues in other</p>	<p>Finds positive solutions to meet customer needs</p> <ul style="list-style-type: none"> • Asks for others' ideas about how service can be improved. • Looks for ways of making procedures and systems more customer friendly. • Involves customers in continuously improving the service • Collaborates with other agencies and organisations to promote joint working. • Ensures that customer feedback effects real change across SHP. 	<p>3</p>

<p>departments etc.) Embracing Change and Innovation (The willingness and ability to adapt to changing circumstances and come up with new and innovative ideas.)</p>	<p>Generates new ideas</p> <ul style="list-style-type: none"> ▪ Challenges the way that things are done now and proposes a better way. ▪ Comes up with creative solutions and ideas. ▪ Seeks new ways of working in partnerships. ▪ Asks for others ideas on how changes and new ideas can be implemented. ▪ Looks for new opportunities for promoting SHP. 	<p>2</p>
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