



JOB DESCRIPTION

Post title: IT Manager

Responsible to: Director of People and Culture

Hours of Work: 37 hours per week

Location: Treetops Hospice Care, Derby Road, Risley, Derbyshire DE72 3SS

Purpose of the Role

To support the Director of Finance and Facilities by overseeing all IT functions of the organisation, the Manager needs to have expert knowledge of the industry's best practices and stay up-to-date with advances.

Key Responsibilities

- Aligning IT infrastructure with current and future organisation requirements and goals
- Manage IT budgets, forecasts and enforcing cost-effectiveness
- Work with external IT support providers to evaluate risk, develop network recovery and backup processes
- Assure that IT activities are within the limits of applicable laws, codes and regulations such as GDPR
- Work with other departments to develop IT strategies and operations that work for both staff and volunteers across all levels

Duties

- Participate in creating a positive and cohesive team to promote engagement, efficiency and positive commitment to developing all IT services across the organisation; oversee the work of the IT Technician, coaching and guiding their performance and development
- Assist the Director of Finance and Facilities in reviewing and maintaining policies, procedures and processes and work with line managers to promote awareness of and adherence to IT policies and procedures
- Networking – liaise with national and local networking, forums, conference(s), local groups, other hospices, other organisations
- Ensure contracts, warranties and support provided by external agencies are not only the best value for money, but also provides the correct level of support
- Ensure Cyber Essentials compliance on an annual basis
- Liaise with internal staff and external agencies to ensure the organisational network is as secure as possible
- Communicate and liaise with staff and volunteers about ongoing IT issues
- Provide backup support if the IT Technician is unavailable due to sickness or leave

Other requirements

- Be an active member of the OMG and attend Staff meetings, organising and servicing these as required
- Adhere to Treetops Hospice's health and safety procedures
- Perform other duties appropriate to the role
- Be strongly committed to, and promote the vision, values and culture of the Hospice
- Establish good working relationships across the organisation and with internal colleagues and external stakeholders