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**Role Description – IT Manager**

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| **Role title** | IT Manager | **Grade** | 3 | **Department** | Information Technology |
| **Reports to (1)** | Head of IT | | | | |
| **Key relationships / interfaces *(1)*** | Head of Finance, Company Secretary, Head of Marcomms, Head of Sales, Head of Standards & Knowledge (APM), Head of Customer Innovation, , Key Suppliers, Executive | | | | |
| **Role purpose *(2)*** | To oversee the development, implementation, and use of technology throughout the organisation, working closely with all departments to assess and address user and departmental needs and to ensure value to APM customers and members. To work with the Head of IT to advise the businesses on technology and how it can help improve productivity and performance. To provide leadership and management to the IT team helping to develop key skills across the team to provide effective support and cover. | | | | |
| **Breadth of responsibility *(3)*** | The full range of information systems and telecommunications activities, including developing and maintaining an effective Information and Communications Technology strategy and associated policies for the organisation, to support the achievement of its strategic objectives,  Documenting user and any customer (Volunteers/Members) requirements, recommending practical solutions, and leading company-wide efforts to improve the effective use of technology | | | | |
| **Dimensions and limits of authority *(4)*** | Manage and develop IT applications and systems across all areas and activities in the organisation, working with partners and providers (including outsourcers and cloud solutions) to ensure the fullest contribution of the resources to service delivery and performance.  Develop and manage the implementation of effective and reliable modernised infrastructures to enhance and improve the quality and effectiveness of information gathering and other electronic processes.  Make a major contribution to the realisation of the digital business model strategy and implementation across the organisation working with partners to be involved in the technological modernisation of the organisation. | | | | |

| **Key responsibilities / accountabilities *(5)*** | **Key performance measures *(6)*** |
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| Help manage the key functions of the IT service delivery team (both internal and outsourced resources):   * IT Strategy * Digital delivery platforms * Systems development * User and network support * Business continuity | All services delivered to SLA/OLA as measured in the balanced scorecard |
| To maximise IT applications and support benefits for improved business processes and organisational effectiveness both internally and externally involving the intranet, internet and extranet. | Realisation of agreed benefits as measured in the balanced scorecard |
| To be responsible for the performance of IT department, achieving best value, and continuous improvement in the delivery of the service. | As measured in the balanced scorecard in terms of performance against SLA/OLA and IT cost per head of employee. |
| To participate in the development of a companywide information technology strategy and delivery for APM contribute to cross-organisational strategies, including policy implementation and monitoring, and projects with functional units and other external partners. | Delivery and maintenance of an IT strategy that supports the business strategy and as targeted in the annual business plan. |
| Provide high quality advice and information to the Executive and senior management teams across functional units, including helping in the budgeting of major programmes and projects | Positive endorsement and feedback from colleagues and Executive team via annual performance reviews |
| Lead on the security and integrity of the company’s information technology and communication systems to ensure they are maintained to the highest level of confidentiality and sensitivity and are protected against internal and external threats. | Organisation meets annual review of PCI DSS, Data Protection, relevant aspects of ISO27001 IT Security and Website security.  Respond to IT internal audits and IT reviews, such as IT health checks and website penetration testing, ensuring agreed recommendations are tracked and implemented. |
| The IT manager will provide excellent leadership to help the team perform at their best, through motivating and developing them to achieve high performance. | Positive feedback from the business on the IT service and support given by all members of the IT team. |

**Person Specification: IT Manager**

| **Attribute** | **Description** | **Essential/ Desirable** |
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| Qualifications *(7)* | Batchelor of Science Degree (Computer Science preferable) | BSc Essential  MSc Desirable |
|  | Advanced technical or managerial qualifications  Membership of BCS | Desirable  Desirable |
| Experience *(8)* | Ten or more years IT experience | Desirable |
| Demonstrated ability to lead a team of technical staff, work with Executive management and manage multiple concurrent projects. | Essential |
| Proven ability to research, select and implement appropriate products to enable innovation in employing organisation. | Essential |
| Take the initiative in the development and completion of projects | Essential |
| Knowledge | Thorough understanding of digital delivery platforms | Desirable |
|  | Thorough understanding of leading CRM solutions | Essential |
|  | Thorough understanding of Business Intelligence solutions | Essential |
|  | Good understanding of a Content Management System and open source web development solutions | Desirable |
|  | Good understanding of utilising and integrating emerging and cloud based technologies with internal systems and websites. | Essential |
| Skills | Able to manage IT department to ITIL / COBIT standards | Desirable |
|  | Project management, estimating and budget management | Essential |
|  | Excellent verbal and written communication | Essential |
|  | Advanced MS Office | Essential |
| Behaviour / competency *(9)* | Analytical thinking, detail orientated and organised – to approach requirements logically, in a structured way, and one which will cultivate the respect of all parties with whom the role interfaces | Essential |
|  | Relationship Building: ability to build and maintain networks of business contacts in and beyond the company who may contribute to success. | Essential |
|  | Communication skills – ability to communicate formally and informally to a range of technical and non-technical recipients | Essential |
|  | Technical and professional expertise – able to make effective and appropriate use of a wide range of technical skills and knowledge in both self and in others. | Essential |

| **Supporting Behaviours** | |
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| ***Behaviour*** | ***Description*** |
| **Customer and Supplier Focus** | Ability to understand the needs and priorities of customers (inside and outside the organisation) and to reconcile potentially widely differing perspectives in the development of knowledge products |
| **Working Together / Teamwork** | Ability to lead and co-ordinate contributions from a wide –variety of stakeholders, inside and outside the organisation |
| **Problem Solving and Ownership** | Strong focus on finding solutions which meet the identified needs of customers and colleagues |
| **Improvement, Change and Creativity** | Ability to identify and capitalise on innovation and change |
| **Planning and Organising** | Ability to organise own work and tasks being completed by others (researchers/contributors) to meet business needs and deadlines |
| **Organisational Commitment** | Commitment to ensuring that both the outputs of activity and the process by which they have been produced meet APMs requirements for customer, volunteer and specialist engagement |
| **Resilience** | Ability to maintain control and performance during stressful situations |