Job description and person specification

Please note this statement is for information only and does not form part of a contract. The responsibilities articulated are not exhaustive and we are committed to working practices that are flexible, collaborative, and inclusive.

Job title	ICT Operations Manager	Location	Flexible: Chesterfield office, London office or homeworking
Contract type	Full time, 35 hours per week	Contract length	Permanent
Date	April 2022		

Context

We are Versus Arthritis. We are fundraisers, programme managers, volunteers, administrators, editors, and accountants all doing everything we can to push back against arthritis. Together, we'll continue to develop breakthrough treatments, campaign relentlessly for arthritis to be seen as a priority and support each other whenever we need it. Together, we're making real progress. But there's still a long way to go, and we won't stop until no-one must tolerate living with the pain, fatigue, and isolation of arthritis.

Following the introduction of a new Directorate, we have an exciting opportunity for an experienced Operations Manager to deliver ongoing technical application support and a more structured approach to the take-on of new systems. Key areas of focus are database and system administration, third party supplier management and technical consultancy. The team will work closely with both Data and Digital teams to provide stable, operationally viable platforms to exploit the growing importance of data.

Main purpose of the role

A greater focus is being placed on the importance of data and the operational management of systems across Versus Arthritis. The ICT Operations Manager will play a key role in delivering this and lead a team of system administrators and infrastructure engineers, as well as responsibility for third party supplier management and production incident resolution. The growing need for system integration will drive the need for documented, flexible, fully supported stable solutions that follow agreed standards and strategic roadmaps.

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Management and key relationships	
Roles managed	Systems Administrator, Senior Systems Administrator, Infrastructure Engineers.
Reports to	Head of ICT
Key Relationships	Head of ICT, Technical Leads, Programme and Project Managers, Service Desk, External IT Consultants (including Software Suppliers), Technical staff.

Main Responsibilities and Duties	
1	To lead a team of system administrators and infrastructure engineers to provide ongoing support and consultancy across the Charity's IT estate, including databases, application support, data integration, cloud management and SharePoint administration.
2	To provide technical ownership and primary point of contact for third party software suppliers and external IT consultancies for ongoing support purposes.
3	To provide strategy and procedural documents to ensure industry best practices are followed in areas such as technical administration, user authentication, application hosting and maintenance.
4	To provide monitoring capabilities across key platforms, software and databases to ensure high levels of application availability and performance.
5	To manage data integration operations capabilities to enable applications to communicate where necessary.
6	To communicate and/or escalate potential or service impacting issues to senior management and stakeholders, along with a robust plan of action to resolve or mitigate risk.

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7	To work with key stakeholders to provide project and 'business as usual' resource to ensure successful outcomes.
8	To define and own clear ICT operating policies and procedures ensuring that KPI reporting, and ICT audits follow a clear and well-understood set of approved processes.

Criminal Record Check	
Requirement	This role <u>DOES NOT</u> require a Criminal Record check

Person specification

Knowledge, skills and experience: key requirements

	Requirement	Evaluation Stage
1	Strong people management and team management skills and a willingness to listen.	Application/ Interview
2	Strong communication, influencing and stakeholder management skills with the ability to set expectation levels and manage accordingly.	Interview
3	Good understanding and experience of IT Project and Application support lifecycles, along with industry best practice approaches.	Application/ Interview
4	Good understanding of Cloud services (SaaS, IaaS, PaaS) and providers, allied to best practice and approaches.	Application/ Interview
5	Good understanding and experience of database management, administration, and security, along with industry best practice approaches.	Application/ Interview
6	Ability to deal with conflicting information from differing sources but still being able to identify and communicate an appropriate course of action. Show tenacity and perseverance in difficult situations.	Interview

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7	Able to convey complex technical detail, issues, and solutions to differing audiences.	Interview
8	Strong appreciation of Customer service and the ITIL framework.	Application/ Interview
9	Strong track record of delivering major technical change	Application/ Interview

Desirable requirements

Requirement		Evaluation Stage
1	A strong technical and operational background, with a passion for problem solving.	Application/ Interview
2	Experience of working in a charity with exposure to Fundraising or CRM related Applications (e.g., thankQ, Microsoft Dynamics).	Interview
3	A demonstrable commitment to providing robust solutions and improving the life of end users.	Interview
4	A desire to support and grow the effective use of data and IT throughout the charity.	Interview

Values and behaviours

Our values and behaviours framework underpins our daily working lives at Versus Arthritis. Its primarily for employees, volunteers and trustees and describes the expectations we have of each other, and our individual and collective commitment to the organisation.

Our values and behaviours directly support our brand identity and our customer experience principles. Even though the language may not be exactly the same, the principles and ideas are all consistent with our purpose and identity as Versus Arthritis.

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- We value our contribution to a truly **inclusive** and **flexible** organisation, that prioritises people's **health and wellbeing**.
- We value **learning** to increase our impact for people affected by arthritis.
- We value being **accountable** for our actions and have **high expectations** of each other.
- We value **persevering** with challenges when we know **it's the right thing to do.**

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