

## Job Description: ICT Manager

<b>Duration:</b>	Permanent
<b>Salary:</b>	£36,890
<b>Location:</b>	Flexible
<b>Reporting to:</b>	Chief Operating Officer
<b>Department:</b>	Charity Services

**Key working relationships:** Charity Services Team / Cross directorate collaboration

### Purpose of the job

As ICT Manager you will manage the day-to-day smooth operations of the charity, workplace governance, operations, digital technology and procurement. You will oversee the ongoing transformation of UK Youth's culture and processes, setting us up for growth and creating a best in class, people first, digitally enabled environment.

You will also be responsible for operational management of ICT systems, day-to-day maintenance and upgrades to digital services, support first line ICT support requests and proactively propose digital improvements and initiatives that would support efficiency and legal compliance, liaising with external ICT support (as needed), cyber security and data protection, process development and implementation.

### Who we are

UK Youth is a leading charity that exists to ensure all young people are equipped to thrive and empowered to contribute at every stage of their lives. We have influence as a sector-supporting infrastructure body, a direct delivery partner and a campaigner for social change. As outlined in our 2025 #unlockingyouthwork strategy, we believe youth work is a catalyst for change that young people need now more than ever. We play a unique role in addressing; the lack of investment into the youth sector, the lack of cross-sector understanding of how youth work makes a difference and the limited opportunities to embed effective solutions.

We are building a movement of change; galvanising likeminded individuals, organisations, government, and businesses from all sectors, to work together and deliver system change for all young people. Together we will create a society that understands, champions, and delivers effective youth work for all.

### Key responsibilities

- Take ownership of the ICT policies and ensure they are developed, maintained, and implemented to certify organisational compliance
- Liaise with ICT services provider and other third-party contractors as required, ensure server backups are up to date
- Managing and reporting on allocation of ICT budget and keep hardware and software inventory user network accounts and distribution groups up to date
- Provide support for users of computer hardware, software, communications channels and networks and maintenance of the digital hub and suggest developments or enhancements
- Monitor the network anti-virus software and ensure this is up-to-date, and take appropriate action to resolve problems, monitor Windows, Server, and Software updates
- Manage ICT data protection and coordinate internal training to staff as necessary and support the Data Protection Officer in maintain the integrity of UK Youth's digital data.

### Other area of responsibilities

- Attend and proactively participate in regular performance reviews and charity meetings as required
- To maintain current industry knowledge and maintain personal professional development skills and

make proactive recommendations

- To act as a positive ambassador for UK Youth and share knowledge and experience of the development of UK Youth and its profile
- Undertake any other duties and reasonable requests that are in keeping with the nature of this post.
- Embed cross directorate working, by building key relationships and highlighting synergies across our working practices to deliver efficiencies and improvements that ultimately progress the knowledge and quality

## Person Specification: ICT Manager

### Experience

- Bachelor's degree in technology or computer science or relevant experience
- Minimum of 2 years' supervisory experience
- Able to demonstrate operational management experience and resolving operational challenges
- Experience of working effectively, sometimes at senior level, with a wide range of organisations and individuals
- Experience of building strong customer relations, promoting ideas and influencing decision makers
- Experience of delivering high standards of customer care and ICT support services
- Experience with Data Protection/ GDPR policies and compliance
- Network related certification is a plus
- A good understanding of infosec and Microsoft office 365 architecture

### Knowledge, skills and understanding

- Windows 10, Windows Server, Mac OS X, Group Policy, DNS
- Microsoft 365, SharePoint Online, Teams, Power Apps, Azure, Dynamics 365
- WAN, LAN, Wi-Fi and VPN networking and hardware
- Ruckus Cloud, Synology storage (desirable)
- Microsoft Certified
- Selection and deployment of desktop management tools such as endpoint protection (Mac and Windows) and the automation of processes for desktop provisioning, workflows, reporting etc.
- Excellent time and workload management skills with proven experience of meeting deadlines
- Very good interpersonal, customer care and communication skills
- Empathy with the needs of young people

### Personal qualities

- Able to build and manage positive relationships with stakeholders at the appropriate level
- Friendly approachable person with good organisational skills, enthusiasm, and energy, willing to undertake any task required of them.
- Self-motivated and capable of working on own and working with others when required.
- Flexible approach to work and be hands on to get the task done
- Excellent levels of discretion and judgement and experience of dealing with sensitive information
- Recognise and value all aspects of equality, diversity and inclusion

This post is subject to receipt of two satisfactory references, an enhanced DBS check and right to work in the UK. Please note, this job description is subject to change. With any significant change, we will ensure this is discussed with you before any final approvals and or commitments.

This job description does not form part of your contract of employment. You may be required by the company to undertake any duties within your skills and capabilities which the company reasonably considers necessary to meet business needs.