JOB DESCRIPTION

Job Title: **Head of IT**

Department: **Finance and Operations**

Reporting to: **Director of Finance and Operations**

Location: **Head Office, Warehouse and Home**

PURPOSE OF ROLE:

Responsible for developing, implementing and monitoring the charity's IT Strategy as set out by Director of Finance and Operations.

As a technology leader the role is central to driving innovation, quality and value and you will be responsible for:
- Reviewing new technologies that can be utilised by the charity to provide cost effective ways of working as well as keeping abreast with competitors.
- Access, maintenance, and security of all IT systems within the charity, and other cloud databases held with external suppliers; and
- Leading the IT and data teams.

MAIN DUTIES AND RESPONSIBILITIES

IT

- Working with the Director of Finance and Operations to design the IT Strategy for all technology operations (including infrastructure, IT input on software applications, IT security) for agreement with Leadership Team and the Board.
- Lead in identifying new technologies that the charity can use to keep pace with the changing landscape of tech transformation. This should include but not be limited to, reviews of Power APPS, APIS and other system and manual information integration and AI.
- Lead the implementation of the IT strategy, set policies, processes and metrics to integrate IT systems and processes.
- To manage and deliver the ongoing timetable of the IT strategic implementation and provide regular reports on progress.
- Provide management reports detailing progress against cost and time for Board update on IT strategy.

- The provision of cost-effective infrastructure and software, including setting and managing the technology budget.
- Manage all IT, technology, remote access, telephony, printing and interrogation of the database systems.
- Work with super users and other administrators on maintenance of IT Systems and Databases.
- Oversee Office 365 administration, including Exchange, Teams, SharePoint, OneDrive.
- Assist with the Implementation of IT systems from inception and system identification to ensure that this fits with the IT strategy.
- Ensure effective management of the IT ticketing system and that all issues are dealt with in a timely manner and provide effective reporting on this.

Data management

- Oversee the team managing the organisation's Data and how this is accessed, including all official reporting from our main database systems (Fundraising and Client databases).
- Ensure that the team works with relevant system architects and system super users to maintain consistent accurate reporting across all departments.
- Use of PowerBI and other reporting suites to develop visually immersive and interactive insights of data.
- Consult Leadership Team and Department Heads to ascertain needs and ensure user needs are understood and met.

Cyber Security and Business Continuity

- Liaise and work with suppliers on cyber security offering.
- Responsible for enhancing the cyber security throughout the charity to the level of the Cyber Essentials Plus certification.
- Implementing Cyber Security mechanisms such as Penetration Tests, in order to adhere to statutory or policy requirements.
- Responsible for IT and Data Compliance across the charity
- Monitor and maintain the security of the network and all electronic documents.
- Monitor all IT related risks and take appropriate action to address issues as they may arise.
- Maintain control and report on business continuity and disaster recovery planning.

GDPR

- Manage Information Governance and undertake the role of Data Protection Officer for the charity
- Work with the data team and LT to develop support for DPO role to provide practical process and system solutions.
- Management of all Data Breaches and Subject Access Requests

People Management

- Effectively manage the overall performance of the IT and data team, ensuring they are working to agreed objectives that tie in with IT and data strategy, delivering outcomes and receiving appropriate training and support

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- Ensure that the functions of the IT team are carried out effectively and in accordance with legislation, regulations guidance, standards and local procedures and priorities
- Develop a culture within the team of excellent customer service internally and externally with the ability to explain IT requirements at the appropriate level.

Other

- Provide accurate and timely management reports detailing progress against budget cost and time to the Director of Finance and IT and Leadership team as appropriate
- Provide Guidance during recruitment of Super Users across the departments and input to Super User Policy and Procedures
- Oversee involvement of setting IT requirements on all Projects
- Manage all contracted-out service provision and be the primary point of contact
- Take part in the annual budget setting process and then manage budgets
- Oversee IT Induction, including User training of basic IT packages supplied including e-mail, sharepoint etc, and explain IT support given.

Prepared by: Hazel Sweeney   Date Prepared: June 24

FLEXIBILITY STATEMENT
In addition to the duties and responsibilities outlines, you must be prepared to undertake such additional duties which may result from changing circumstances, but which may not of necessity change the general character or level of responsibility to the post.

CONFIDENTIALITY
Ensure, in the course of employment, complete confidentiality is maintained in respect of the Charity, its dealings, transactions, affairs and all other information relating to clients, participants, associates, staff etc. and to ensure that all information relating to the above is processed in accordance with the Data Protection Act 2018 and the EU General Data Protection Regulation ('GDPR')

COMPETENCE
You are responsible for limiting your actions to those which you feel competent to undertake. If you have any doubts about your competence during the course of your duties you should immediately speak to your line manager.

RISK MANAGEMENT
It is a standard element of the role and responsibility of all staff within the Charity fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

HEALTH AND SAFETY REQUIREMENTS
All employees of the Charity have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable the Charity to meet its own legal duties and to report any hazardous situations or defective equipment.

SMOKING
All employees, whilst in Tenovus Cancer Care's employment, are required to adhere to the Charity's no smoking policy. Any breach of this policy will be deemed as gross misconduct.

WORKING WITH VOLUNTEERS
All employees, whilst in Tenovus Cancer Care's employment, may be required to recruit and manage volunteers. This is an expectation for all roles at Tenovus and full support will be provided by Tenovus' Volunteering department.

EQUAL OPPORTUNITIES
The Charity is committed to providing equal opportunities in employment and to avoiding unlawful discrimination in employment and against customers. All employees are expected to promote equal opportunities for staff and clients in accordance with the Charity's Equal Opportunity Policy and Procedure.

VALUES

The charity works within a culture that reflects the following values – Respectful, Bold, Creative, Supportive and Inspiring. All employees are expected to demonstrate and reflect these values in their day to day activities.

PERSON SPECIFICATION

	Essential	Desirable
Experience & Knowledge		
Experience of working as a Head of IT or relevant experience	●	
Experience of researching, analysing and acting appropriately on IT information.	●	
Experience in implementing IT systems including integration update and maintenance structures to support systems	●	
Experience and good working knowledge of managing budgets, including planning, forecasting future costs and analysing performance of external parties to signed contracts	●	
Management of third-party supplier relationships	●	
Experience of managing a team	●	
Knowledge of General Data Protection Act and best practise	●	
Relevant and significant experience of managing data	●	
Experience of working within IT in a charitable organisation	●	
Skills, Aptitudes & Abilities		
Ability to use initiative whether working alone or to take the lead when hurdles arise or tasks need completion	●	
Ability to provide efficient and cost effective technical support	●	
Excellent planning and organisation skills with the ability to manage several tasks at the same time	●	
Strong attention to detail	●	
Ability to work under pressure, prioritise workloads and meet deadlines	●	
Strong interpersonal and communication skills particularly written to present complex IT information succinctly	●	
Problem solver with investigative nature within timescale restrains	●	
Ability to communicate in Welsh		●

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