

Senior IT Manager

Bristol, UK

January 2020

# About Development Initiatives

Development Initiatives (DI) is an independent international development organisation working on the use of data to drive poverty eradication and sustainable development.

Since DI was established in 1993 our expertise and passion has been rooted in the role data can play. We are focused on getting better data on poverty and vulnerability, so we know where need is greatest and whether efforts are working. We are dedicated to improving information about resources so that they can be targeted effectively – and we want to help others use data to improve decision-making and drive better results.

We work to ensure that decisions about the allocation of finance and resources result in an end to poverty, increase the resilience of the world’s most vulnerable people, and ensure no one is left behind. We want these decisions to be underpinned by good quality, transparent data and evidence on poverty and resources, and lead to increased accountability and sustainable long-term outcomes.

We believe there are enough resources in the world to consign extreme poverty to history, but poor or inaccurate information means these resources are not reaching those who most need them. While data alone will not end poverty, it is a vital catalyst for increasing knowledge, providing clarity and improving decision-making at local, national, regional and global levels.

Our work focuses on three key areas:

1. Measuring the progress of people out of poverty

Our work on poverty is about driving commitments and investment towards improving poverty data, and drawing on existing data to start building a clearer and more accurate picture of poverty

1. Investments to end poverty and build resilience

Our work on resources is about informing national, regional and international actors on how to mobilise, track and improve the targeting and effectiveness of the many different resources that can address poverty, vulnerability and crisis

1. Data use of sustainable development

Our work on data use is about breaking down barriers to data use, improving data availability and usability, and helping people use data effectively in order to drive efforts to end poverty and build resilience

“As we expand our work to make sure that data is being put to use for the world’s children, we have been fortunate to have DI as a partner along the way. DI has both the technical and people skills to get the job done…” *Emily Garin, Data Strategist at UNICEF* (about our *work on UNICEF’s data investment plans)*

# Senior IT Manager, Bristol, UK

## Role content and purpose

As the Senior IT Manager, you will have oversight of all technical projects within DI and be responsible for leading on the technology strategy. You will help drive this strategy forward across the organisation in all its locations, Bristol, East Africa, US. You will inspire and deliver innovative approaches to ensure that IT and technology at DI continuously evolve and improve, especially in regard to its infrastructure, data-use and use of technology in the external environment

As the lead for the Department, you will be responsible for overseeing the technical team within DI. This includes the line management of the IT Support Officer. You will also be responsible for chairing regular meetings that bring technical minds together with the ambition of keeping DI’s technical offering is ahead of the curve.

## Role profile

* Lead on GDPR and be our Data Protection Officer.
* Oversee all IT systems, including servers, hardware and software.
* Review and improve existing systems and processes pertaining to infrastructure.
* Lead and provide training on new technical platforms.
* Review and negotiate technical suppliers. You will ensure that DI liaises with the company’s external IT service suppliers and manages those contracts to ensure the company gets the best deal.
* Lead and coordinate activities for the attainment of information security accreditation e.g. Cyber Essentials.
* Be responsible for managing the IT Department's budget, including quarterly reforecasting with the finance team and an annual value-for-money exercise.
* Represent DI externally in your area of expertise.

Strategic scope

* Work with the Executive Team and DI’s Technical group to design and deliver the technology strategy.
* Assist in the management of an expertise area or project, manage the technology strategy and ensure it continuously develops while staying relevant to DI’s strategic priorities.
* Input into organisational strategic documents and application of strategy.

Management duties

* Manage staff, ensure line reports are delivering to a high standard across their objectives, and performance managing or up-skilling as required.
* Provide leadership and motivation to team members.
* Contribute at team meetings and provide updates at Executive Team meetings as required.
* Be aware of and take responsibility for any health, safety and security obligations for team members.

General responsibilities

* Uphold all aspects of company policies and procedures and legal requirements in relation to personal conduct.
* Prepare for and engage in one-to-one meetings and performance management appraisals.
* Maintain professional development and personal development plans.
* Be willing and committed to taking on new work as required and be proactive.

No job description or role profile can encompass all tasks and duties that may be required, and we will expect the postholder to carry out other duties and tasks from time to time that are broadly consistent with those in this document.

## Person specification

| Area |  | Essential/ desirable |
| --- | --- | --- |
| Experience | * Minimum 5 years’ or more experience in similar role managing IT provision and services for a business, charity or public sector organisation * Innovative thinker with experience using technology to solve problems * Previous experience in Security and IT auditing standards (e.g. Cyber Essentials Plus, IASME) * Previous experience of providing remote support to an organisation with offices in other countries * Experience of working in a matrix or project-based environment | E  E  D  D  D |
| Skills and abilities | * Excellent listening skills and an inquisitive mind * Excellent communication skills, including experience of working effectively across departments and with diverse audiences, both verbally and in writing * Ability to work under pressure yet deliver quality work that is on time and accurate * Ability to work independently with minimal support but can also work well in a team environment * Good people-management skills, with the ability to develop others and to impart knowledge and experience in an accessible and clear manner | E  E  E  E  E |
| Education | * Higher-level qualification in IT, such as a degree (or equivalent) * Professional IT qualification, such as IT Infrastructure, Networking, Database Design or Website Development | E  E |
| Knowledge | * Strong working knowledge of GDPR and Data Protection legislation * Strong knowledge of ‘best-in-breed’ apps * Technical understanding of as many of the following applications as possible: Microsoft Azure, Veeam, Watchguard Firewall & Livesecurity, Slack, Box, CRM systems (Hubspot), Ubiquiti Unifi WiFi, SaaS, Cyber Security, Access Dimensions & Access Group products, Messagelabs, Windows server (2012, 2019) | E  E  E |
| Personal attributes | * Approachable and able to build positive, collaborative working relationships * Passionate about technology and how it influences business * Comfortable with making and supporting a range of decisions within the technical field | E  E  E |

## Contractual details

Start date: Early 2020, depending on notice period

Location: North Quay House, Quay Side, Temple Back, Bristol, BS1 6FL

Length: Permanent

Salary: £45,000–£50,000 per annum, depending on experience

Hours: 35 hours a week, Monday–Friday

Probation: 3 months

Leave: 25 days pro rata, plus all bank/public holidays

## Application details

Your CV (no more than three pages) and covering letter, which should detail your skills and evidence of experience and how it relates to the job description, should be emailed to Connie Fitzgerald (Human Resources Officer) at [HR@devinit.org](mailto:HR@devinit.org), quoting ref: **SNR IT Manager** in the email subject line. Your letter should also include your salary expectations, notice period/available start date and where you saw the job advert.

Closing date: 30 January 2020

First interview: February 2020

Second Interviews: To be advised

## Other

We welcome applications from all sections of the community.

We have a duty to prevent illegal working by checking potential employees’ documents, before employing them, to ensure they have the right to work in the country in which this post is based.

Development Initiatives is an equal opportunities employer and in line with our policies, we aim to ensure that no job applicant receives less favourable treatment on the grounds of race, colour, nationality, religion, ethnic or national origin, age, gender, marital status, sexual orientation or disability.

We find it helpful for all applicants to complete our Diversity Monitoring Form found on our website at: <http://devinit.org/working-with-us/vacancies/>

## Working together

“People are our greatest asset” – it’s a well-used saying, but at Development Initiatives, it really is true.

We acknowledge that we work in an environment where the pace is often fast, and we need our people to be able to respond swiftly and creatively to new situations and demands, so it makes sense that the better our employees are, the more effective we will be and for this reason, we work hard to create an environment that meets everyone’s needs.

In line with our values (empowering, transparent, impartial, innovative, agile, quality), we aim for a culture of honesty and openness and want to attract and retain talented people who share our vision. We also like to offer individuals the space to use their talents in an innovative working environment with colleagues who are passionate about our vision. We also offer

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| --- | --- | --- | --- |
|  | UK | US | East Africa |
| Informal work environment (e.g. casual dress) | √ | √ | √ |
| Pension scheme with 5% employer contribution | √ |  | √ |
| Flexible working arrangements (e.g. homeworking, flexitime) | √ | √ | √ |
| Healthcare scheme with employee assistance programme | √ |  |  |
| Medical Insurance |  | √ | √ |
| Paid study leave and financial support | √ | √ | √ |
| Paid professional membership fees | √ | √ | √ |
| Buy/sell holiday scheme | √ | √ | √ |
| Cycle to work scheme | √ |  |  |
| Childcare vouchers | √ |  |  |
| Enhanced holiday entitlement, plus all bank and public holidays and discretionary paid time off at Christmas | √ | √ | √ |
| Up to five days’ paid volunteering leave (addressing poverty/helping vulnerable people) | √ | √ | √ |