

PERSON SPECIFICATION

Job Purpose:

The IT Manager is responsible for overseeing the charity's IT infrastructure, including hardware, software, and website management. This role will also involve ensuring the organization meets necessary technical standards for accreditation and offering ongoing support to internal teams. The IT Manager will ensure that the charity's IT systems are reliable, secure, and up to date, contributing to the overall effectiveness and mission of the organisation.

Key Responsibilities:

1. **Hardware & Software Management:**
 - Oversee the maintenance, installation, and upgrading of IT hardware and software.
 - Ensure the charity's technology is up to date, functional, and secure.
 - Manage software licensing and subscriptions.
 2. **Website Management:**
 - Maintain and update the charity's website.
 - Troubleshoot any website-related issues and liaise with external suppliers as necessary.
 3. **Accreditation Support:**
 - Assist with the preparation for new accreditations, ensuring all necessary IT systems and standards are met.
 - Work closely with the team to provide documentation and evidence required for accreditation processes.
 4. **Technical Support:**
 - Provide technical support to staff and volunteers, troubleshooting any IT-related issues.
 - Ensure quick resolution of any IT problems to minimize downtime.
 5. **Data Security & Compliance:**
 - Ensure the charity complies with relevant data protection regulations (e.g., GDPR).
 - Implement necessary cybersecurity measures to protect sensitive data.
 6. **Collaborative Support:**
 - Liaise with various teams to understand their IT requirements and support their operational needs.
 - Assist with technology-related projects as required.
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Key Skills & Experience:

- Proven experience in IT management or support roles, preferably in the charity sector.
- Strong understanding of IT hardware, software, and website management.

- Familiarity with accreditation processes and standards (desirable but not essential).
 - Experience in providing technical support and troubleshooting.
 - Knowledge of data security best practices and compliance (e.g., GDPR).
 - Ability to work independently and manage time effectively in a part-time capacity.
 - Strong communication skills and the ability to collaborate across teams.
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Personal Attributes:

- Proactive and solutions-oriented.
 - Ability to manage multiple priorities and meet deadlines.
 - Passion for supporting charitable causes and contributing to the charity's mission.
 - Attention to detail and commitment to high standards of work.
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