

Job Description

EMPLOYER:	The London Diocesan Fund
JOB TITLE:	Head of Information and Communications Technology (ICT)
RESPONSIBLE TO:	Director of Finance and Operations
RESPONSIBLE FOR:	Current IT team staff

Note: This job description does not form part of the employee's contract of employment but is provided for guidance. The precise duties and responsibilities of any job may be expected to change over time. Job holders should be consulted over any proposed changes to this job description before implementation.

Job summary/Context/ Primary purpose of the role

To create, develop, implement and manage IT systems and procedures to support the efficient and effective administration of and communication with the Diocese of London, carried out on a joint ownership basis with both the management team and IT user population.

Principal Duties and Accountabilities of the role

Strategic – 50%

Create (25% time) (1.25 days)

- A strategy/vision for the use of IT at LDF with input from all relevant business areas
- An IT Operational Plan with clear priorities, costs and resources on a rolling 12 month basis with at least half-yearly communication to the management team and user population
- IT standards.
- An IT budget based on known and anticipated needs, together with some contingency and R&D funding
- To be the knowledge resource in relation to technology and application trends, and from this to identify possibilities for cost effective solutions for LDF.

Develop (25% time) (1.25 days)

- Systems and solutions in conjunction with users and outside suppliers, including their selection where necessary, and appropriate to an agreed set of standards
- An applications portfolio to reflect the needs and priorities of the organisation
- Standards and an approach towards integration of the applications including legacy systems
- Develop further the use of email and the web in support of administration objectives.

Operational – 50%

Implement (25% time) (1.25 days)

- Oversight of Implementation of new systems and enhancements in conjunction with user expectations and resources, liaison with outside resources where necessary
- Input to staff training programme in relation to new systems
- Troubleshooting, fault fixing, remedial service provision where possible in a timely manner with users, in support of other staff.

Manage (25% time) (1.25 days)

- Planning and provision of systems security, availability, network management and business continuity.
- Supervise and specify IT purchases, upgrades, budget management, supplier liaison and invoice payments.
- Telephone and external communication links.
- Oversight of effective communication with all users of the ICT service
- Oversight of ICT infrastructure and user support to provide service in accordance with published SLAs.

Staff management

- Planning and provision of staff availability and necessary skills development
- Line manage senior team member(s)
- Oversee Line management of all staff attached to the department

The postholder may be required to undertake any other duties that are commensurate with the role.

Other responsibilities included in the role

- To agree, monitor and manage the ICT and other delegated budgets with the management accountant and SMG
- Signing authority for up to £10,000 for any one item as agreed within the ICT revenue budget. Capital items to be agreed in principle with Line Manager before authorisation
- People Management:
To undertake line management of any ICT staff, contractors and agents and any other persons as directed by Line manager

- In addition to overall responsibility for the function of ICT the post holder will be the lead person for:
 - Security
 - Operation Planning and job management
 - Budget setting
 - Network architecture, design and management including switches and firewalls
 - Policies
 - Active directory Management and supervision including structure of AD
 - User Management
 - Safeguarding system
 - Scripting and systems integration
 - CCTV

Person Specification

Experience, knowledge, training and qualifications

General

Whilst taking full responsibility for the ICT Department, you will be a key member of and influencer in the largest Diocese in the Church of England and one of the country's 50 largest charities by net assets.

Overall the Head of ICT's responsibility is for the ongoing development of the IT strategy, initiate proposals for the introduction of innovative IT solutions to meet organisational issues and needs, maximise utilisation of existing business systems and develop new applications as well as manage and further develop a high performing, motivated support team.

Reporting to the Director of Finance and Operations, the Head of ICT will be responsible for overseeing the administration of the ICT systems which deliver web access, email, intranet, Microsoft Dynamics NAV, Qube, Trust Accounts, Donorflex (financials systems) other applications, IT Security, IT continuity, the IT Helpdesk, the deployment of fixed line, VOIP and mobile telephony and the implementation of major hardware and software installations.

Passionate about technology and its use in achieving business objectives, you will have experience of leading and initiating change whilst delivering efficient and effective ICT solutions. Collaborative, proactive and influential you will also have 'knowledge' of application development (e.g. SQL Server, MySql), infrastructure support (e.g. Microsoft Windows Desktop and Server operating systems, VMware, SAN configuration, Active Directory, MS Office 365, MS Exchange, SQL Server, SharePoint Server, Scripting) and helpdesk support including Call Logging as well as budget, project and contract management.

You will be required to travel frequently within the diocese and on occasion nationally. You will be educated to degree level or similar, and to be in sympathy with the aims of the Church of England.

Desirable attributes / other information

Willingness to work extended hours on occasions.

Occasional weekend working, and working away from home.

General Conditions

Diversity

We understand the benefits of employing individuals from a range of backgrounds, with diverse cultures and talents. We aim to create a workforce that:

- values difference in others and respects the dignity and worth of each individual
- reflects the diversity of the nation that the Church of England exists to serve
- fosters a climate of creativity, tolerance and diversity that will help all staff to develop to their full potential.

We are committed to being an equal opportunities employer and ensuring that all employees, job applicants, customers and other persons with whom we deal are treated fairly and are not subjected to discrimination. We want to ensure that we not only observe the relevant legislation but also do whatever is necessary to provide genuine equality of opportunity. We expect all of our employees to be treated and to treat others with respect. Our aim is to provide a working environment free from harassment, intimidation, or discrimination in any form which may affect the dignity of the individual.

Equal treatment amongst differing people from diverse backgrounds is one of the central precepts of the Church of England's mission and theology. The Church of England values the richness which this equal treatment brings to the workplace. The Diocese of London is therefore concerned to avoid discriminating against any person.

Standards of Behaviour and Conduct

Staff are expected to act at all times with due consideration for others and in a manner befitting their position as employees of the Church and as professionals, whatever their job.

Health and Safety Responsibilities

- All LDF staff are required to ensure that they understand and accept the legal duties placed on them by the Health and Safety at Work Act not endanger themselves or others by any act or omission on their part and by the Management of Health and Safety at Work Regulations to co-operate with colleagues and management in the control of health and safety at work. Therefore, staff are required to:
- Read, understand and abide by the LDF Health and Safety Policy;
- make themselves familiar with accident and emergency procedures for their site;
- inform their manager immediately of any health or safety deficiencies or dangerous situations or near misses;
- set a good personal example in respect of health and safety.

Confidentiality

Staff must not pass on to unauthorised persons, any information obtained in the course of their duties without the permission of their Director.