

Raystede Centre for Animal Welfare



Job Description

Job Title:	Information, Communication & Technology (ICT) Manager
Responsible to:	Head of Finance & Resources
Responsible for:	IT Support Administrator
Location:	Raystede Centre for Animal Welfare, Ringmer, BN8 5AJ
Grade:	G

Background information

Raystede is one of Sussex's most recognised and loved charities, with a proud history of care, compassion, and community. We're entering an exciting new chapter, investing in our people, systems, and supporter relationships to secure our future.

Established in 1952, Raystede is a charity dedicated to giving animals a better life through rehoming, rehabilitation, and sanctuary care. We also support people with the knowledge and resources they need to treat animals with care and respect.

Animals are at the heart of everything we do, every day, we care for more than 400 animals, including cats, dogs, horses, rabbits, hens, and exotic birds. Our beautiful 43-acre site is open to visitors, offering a unique opportunity to see a working animal welfare centre in action. Our work would not be possible without our expert and dedicated team of staff, volunteers and supporters.

Main Purpose of the role:

The ICT Manager is responsible for managing, developing and maintaining all IT and communication systems effectively to ensure operations function efficiently and smoothly across the Charity and provide a high standard of technical support to staff.

In addition, this role will support the development and implementation of the ICT strategy across the organisation and provide advice and guidance on systems security to maintain the integrity of data and ensure compliance with data legislation.

Key Tasks

Strategy

- Support the development and implementation of the Charity's ICT strategy and ensure alignment with Raystede's organisational strategy by close collaboration with internal stakeholders, the Head of Finance & Resources and the Senior Management Team.
- Work with all areas of the business to develop innovative solutions to support department objectives

- Maintain up-to-date knowledge of current and emerging technologies, products and trends. Provide professional advice to the Head of Finance & Resources on its relevance to the Charity.

Security

- Ensure there are solutions in place to maintain the integrity and security of all the ICT system in use including third party applications and services
 - Maintain a policy for passwords including multi-factor authentication and ensure its application
 - Ensure adequate end point protection security is in place
 - Ensure third party application and service security is in place where applicable
 - Stay up to date and implement Microsoft 365 best practice security for example anti malware, anti-virus, anti-spam, data loss prevention policies etc.
 - Maintain Firewalling and border security
- Proactively manage risks, regularly update the ICT risk register to reflect the key risks facing the Charity and ensure mitigation plans are in place and implemented.

Development and maintenance of ICT systems

- Lead and deliver IT and process-improvement projects, including system integration, automation, security enhancements and system upgrades in the required timescale
- Develop, document and maintain all ICT policies and procedures
- Oversee the development and maintenance of all third-party provider platforms to ensure:
 - platforms are updated and developed regularly
 - solutions to hardware and software issues are found and implemented
 - integration across site is relevant and appropriate
- Lead on the installation, maintenance and up-grade of all ICT hardware
 - Ensure warranties are maintained where appropriate
 - Source replacement parts and maintain stock as appropriate
 - Carry out basic maintenance and health checks of equipment including all moving components
 - Use IT management system to monitor hardware and trends to predict failure.
 - Utilise and manage an IT management system
 - Generate a replacement schedule for all hardware
 - Maintain an accurate inventory of all hardware
 - Install new hardware or where appropriate source suitable third-party support
 - Responsible for ICT set up within new retail locations for the Charity
 - Responsible for maintaining and upgrading on the EPOS system with third party support
- To lead on the installation, maintenance and up-grade of all ICT software
 - Ensure software maintenance contracts are up to date
 - Ensure licence compliance
 - Ensure all software is patched to the latest software authors recommended versions
 - Utilise and manage an IT management system
 - Generate a replacement schedule for all software
 - Maintain an accurate inventory of all software

- Install new software or where appropriate source suitable third-party support
- Responsible for maintaining and upgrading the EPOS system with third party support
- To maintain a working and secure network environment and to ensure access to all services that require network access

Other ICT key tasks

- Ensure there are effective backup and recovery solutions in place for data and perform restore as required, for example:
 - User level restores. i.e. previous versions
 - Major outage restore ie. hardware failure or encrypting virus
 - Disaster recovery in line with the current Disaster recovery plan
- Responsible for CCTV management including installation, monitoring and software upgrades using third parties where appropriate
- Responsible for all print, scan and copying equipment and associated external provider relationship

Data Legislation and Compliance

- Work with managers to ensure that systems use and data retention is aligned with their respective functional legislative requirements
- Work within the GDPR framework as appropriate

Budget, Procurement and Expenditure

- Responsible for procurement and contract negotiation with suppliers; ensuring quality, efficiency and best value.
- Contribute to the financial planning and maintain effective control of the ICT budget, ensuring value for money.

Service support and training

- Responsible for the provision of an effective and efficient IT support service to the wider organisation and the user base, recording and resolving incidents, identifying and resolving problems
- Support staff through system changes, training and guidance, ensuring non-technical colleagues feel confident using IT tools
- Develop and maintain ICT training materials and systems documentation

General

- At all times ensure and maintain a compassionate, professional and efficient public image for the charity
- Participate in supervision, appraisal, and learning and development and take personal responsibility for maintaining the knowledge and skills required for the role
- Take responsibility for ensuring own health and safety and that of others who may be affected by your acts and omissions. Report any health and safety risks to your manager.
- Work within the policy framework of Raystede Animal Centre and adhere to the terms laid out in the employee handbook

Key Working Relationships

- Department Managers - Advise and support Managers on ICT matters for their department and teams
- All other colleagues within Raystede to assist with and facilitate the successful and efficient operation of Raystede and its services
- Third party service providers – Assist, monitor or work alongside on projects or maintenance tasks and ensure best value to the charity

Scope and Accountability

Decision making and limits of authority	<ul style="list-style-type: none"> • With the Head of Finance & Resources develop a strategy and plan for future ICT operations across the organization in collaboration with other departments • To protect Raystede data and ICT systems, with authority from senior management and using the IT admin accounts, shut down systems and services as necessary. For example, revoking access rights of any user OR partial or complete shutdown of ICT systems in the event of an encrypting virus infection
Financial resources	<i>Financial value of budgets managed, income targets, cash handling, processing financial payments</i> <ul style="list-style-type: none"> • Responsible for an expenditure budget of £60,000 • Responsible for authorising invoices up to £1,000
Material assets	<i>Responsibility for material assets, such as equipment, stocks and supplies, buildings, fixtures and fittings</i> <ul style="list-style-type: none"> • Responsible for all ICT hardware • Responsible for all ICT structured cabling
Information and communication resources	<i>Responsibility for information and communication resources, such as filing systems, databases, websites, publicity materials, social media content</i> <ul style="list-style-type: none"> • Responsible for the maintenance, correct operation and correct use of all on premise ICT systems • Responsible for liaising with third party ICT providers in the event of a problem or interruption to the service
People management	<i>Numbers of staff supervised or line managed (specific which) and volunteers supervised, or oversight of contractors</i> <ul style="list-style-type: none"> • Line management of IT Support Administrator • Oversight of contractors onsite
Legal, regulatory and compliance responsibility	<i>Any requirement to ensure compliance (e.g. financial regulations, animal care regulations, health and safety, labour law, safeguarding)</i> <ul style="list-style-type: none"> • Responsible for working with managers to ensure that systems are utilised and data is retained in line with their departments' legislative requirements • Responsible for working within the GDPR framework as appropriate

	<ul style="list-style-type: none"> Responsible for working within HSE framework of ICT equipment as appropriate
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Person Specification

	Essential	Desirable
Education and Qualifications	<ul style="list-style-type: none"> Recognised IT qualification (CompTIA A+, Network+) 	<ul style="list-style-type: none"> Microsoft Certified Professional (MCP) or equivalent
Knowledge and Experience	<ul style="list-style-type: none"> Substantial relevant experience in a similar role Working knowledge and experience managing a VLAN network at layer 2 & 3 Practical knowledge of the UniFi ecosystem Understanding of PFSense / OPNSense firewall platform with strong network troubleshooting skills Working knowledge of Hyper V server environment Working knowledge of Payment Terminals Conversant with Microsoft 365 Ecosystem and Intune Good knowledge of Active Directory Good understanding of IP Telephony and ideally 3CX Experience of using AWS Good understanding of Cyber Security Experience deploying, securing and maintaining Microsoft desktop/server operating systems Experience maintaining Active Directory, AZURE directory and Hybrid configurations Experience maintaining and configuring server hardware Working knowledge of various fundamental services/technologies, not limited to: Wireless technologies, mobile device management, device encryption, remote desktop services, Patch Management, system backup technologies Experience in configuring and maintaining a VOIP phone system 	<ul style="list-style-type: none"> Knowledge and understanding of issues facing third sector and the ICT needs they create. Familiarity with Hikvision CCTV system Knowledge and experience of EPOS system Familiarity of database technologies Programming experience Experience with AI technologies in business applications

	<ul style="list-style-type: none"> • Practical knowledge of implementing and maintaining Cloud systems and services • Knowledge of LINUX operating systems • Line management experience of staff and volunteers 	
Key Skills and Abilities	<ul style="list-style-type: none"> • Excellent project management skills and proven experience of leading and delivering ICT projects • Excellent ability to prioritise work and meet deadlines • Strong organisational skills, attention to detail and problem-solving ability • In depth and demonstrable knowledge of information security practices • Excellent communication skills with ability to translate technical issues into clear, plain English for non-technical colleagues • Excellent IT skills and use of all office packages • Budget management and able to interpret and analyse financial data • Ability to work within a diverse team and build excellent relationships. • Experience of providing training and supervision to others. • Good working knowledge of GDPR 	<ul style="list-style-type: none"> • Working within or with third sector
Personal Attributes	<ul style="list-style-type: none"> • Ability to make decisions when dealing with often constant and conflicting demands on time • Patient, helpful and approachable • Change orientated and solution focused • Strong organisational skills, attention to detail and problem-solving ability • Commitment to equality, diversity and inclusion and understanding of how it applies to own role • Innovative approach with the ability to create new opportunities • Empathy and interest in animals and their welfare 	
Other	<ul style="list-style-type: none"> • Have a flexible approach to working hours, including occasional work in the evenings and at weekends to cover out of hours. • Availability of vehicle for work use and in possession of a Full UK current driving licence (maximum 6 points). 	

Health & Safety Functions

This section is to make you aware of any health & safety related functions you may be expected to either perform or to which may be exposed in relation to the post you are applying for. This information will help you if successful in your application identify any health-related condition which may impact on your ability to perform the job role, enabling us to support you in your employment by way of reasonable adjustments or workplace support.

Using display screen equipment	<input checked="" type="checkbox"/>
Working with children/vulnerable adults	<input type="checkbox"/>
Moving & handling operations	<input checked="" type="checkbox"/>
Vocational driving, driving light goods vehicles, people carrying vehicles or forklift trucks	<input type="checkbox"/>
Lone Working	<input checked="" type="checkbox"/>
Shift work	<input type="checkbox"/>
Night work	<input type="checkbox"/>
Climbing/Working at height	<input checked="" type="checkbox"/>
Working with hazardous substances, skin irritants, sensitisers, and/or with biological agents or chemical agents	<input type="checkbox"/>
Working with dangerous machinery	<input type="checkbox"/>
Exposure to noise and /or vibration	<input type="checkbox"/>
Handling animal food	<input type="checkbox"/>
Exposure to blood /body fluids	<input type="checkbox"/>
Providing animal care	<input type="checkbox"/>