Job title: Digital & IT Manager

Reports to: Digital & IT Director

Salary: £47,840p.a.-£49,920p.a. (dependent on location)

Contract: Permanent

Hours: 37.5 hours per week

Location: Wigan or London (with hybrid working available) or remote based

1. Purpose of the role

We are looking for a dynamic and skilled Digital & IT Manager to support us on the next steps of our technological journey. Working as part of the IT Department and reporting to the Digital & IT Director, you will play a key role in the maintenance of our existing infrastructure, hardware, associated systems, ensuring that they function together effectively and securely.

But that's not all, we have big plans to implement a number of services and innovate existing technology in support of our business aims. To succeed in this role It is critical that you have an appetite for continuous improvement, personal development and enjoy delivering projects through the full lifecycle.

2. Principal accountabilities

- Ensure the effective delivery and documentation of IT infrastructure systems and processes.

- Ensure effective tracking and management for renewals of licenses, maintenance contracts, certificates etc.

- Responsible for being the point of triage for cyber and information security alerts, incidents and queries, collaborating and escalating as appropriate.

- Liaise with third-party vendors and support teams responsible for management of systems and applications run on the Keep Britain Tidy IT estate.

- Identify areas of technical challenge and potential improvement across Keep Britain Tidy's IT estate.

- Ability to interpret user needs and translate to technical deliverables, design, lead and execute project plans and workstreams.

- Works across-departmentally to achieve high levels of service delivery.

- Provides training across the organisation to front line managers and staff on various systems.

- Project Management, of the new website and future implementations as required.

- Reports regularly on priorities, key projects, progress, incidents and issues.

- To be responsible for the Health and Safety of themselves and to cooperate under the Health and Safety at Work Act (1974) to ensure safe working practices are maintained.

- To undertake other related tasks as maybe determined from time to time.

3. **Budget responsibility and decision making authority.**

    No Budget Responsibility

4. **Supervision of employees – complexity of 'leadership', number of direct reports, reporting level**

    - No direct reports.
    - Requirement to work with and influence senior managers and teams across the organisation.
    - Required to work with external stakeholders to ensure alignment of activity and messaging.
    - Reports directly to the Digital & IT Director.

5. **Contact with others – level of customer contact internal/external.**

    - The post holder will have to work closely with suppliers and teams within the organisation to ensure that the service infrastructure is operational, secure, and performant.

6. **Major challenge of the job**

There will be an emphasis to support the Digital and IT Director with the implementation of practices, processes, tools, and techniques that create a secure, transparent, low risk and governed service for the organisation in line with the Keep Britain Tidy Digital & IT Strategy.

Person Specification

Experience, Knowledge and Skills	Essential	Desirable	Method of Assessment
A BA/BSc or MA/MSc degree in Information Technology, Information Systems or Computer Science or equivalent experience	✓		Application
Solid experience of managing 3rd parties responsible for systems and infrastructure	✓		Application
5 years of experience working in IT operations	✓		Application and interview
Experience of public cloud technologies with an emphasis on Microsoft 365 / Azure	✓		Application and interview
Experience leading and managing large IT projects and rolling out IT infrastructures across various technologies		✓	Application and interview
Experience in technical design, solutions, service continuity, disaster recovery and IT security would be ideal	✓		Application and interview
Have good understanding of ITIL and ITSM process and tools, and experience with Incident, Problem, and Change Management, including ISO27001 and Cyber Essentials plus	✓		Application and interview
Experience of leading continuous improvement activities and facilitating sustainable change in working practices, process, and culture		✓	Application and interview
Experience of procurement and licensing		✓	Application and interview
Experience of analysing business requirements by partnering with key stakeholders across the organization to develop solutions.	✓		Application and interview
Troubleshoot hardware and software issues related to internal IT.	✓		Application and interview
A genuine commitment to the principles and goals of Keep Britain Tidy, passionate about the environment and keen to make a difference.	✓		Application and interview
Other requirements			
The willingness to undertake regular national travel, with occasional overnight stays and occasional weekend work.	✓		Application
The right to work in the UK with immediate effect	✓		Application

April 2024