

Job Description

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| **Job Title:** | ICT Lead | | |
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| **Grade:** | Salary Scale SO1 Points 31-33  £26,553.11 - £28,141.99 (Actual Annual Salary for 35 hours per week pa) | | |
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| **Immediate Supervisor:** | Operations Manager | | |
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| **Immediate reports:** | Scope for expanding role to manage staff and volunteers | | |
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| **Hours of Duty:**  **Location:**  **Staff Benefits:** | **To be arranged between 25-35** hours per week in accordance with service requirement.  Rochdale  25 Days Annual Leave, rising with extended service to 32 days per year, plus statutory bank holidays pro rata  Auto-enrolment Pension scheme with 3% contribution from the organisation  Within reason, we offer Hybrid and Flexible working arrangements to help balance work and personal commitments.  We offer ongoing training and development opportunities  We are committed to providing wellbeing opportunities in support of staff, including an Employee Assistance Programme. | | |
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| **Any Special Conditions of Service:** | All service delivery will model the belief that we all have the potential to make positive change and to lead meaningful and purposeful lives.  All staff will contribute to the ongoing development of an ambitious and inspirational culture and provide hope, empowerment and choices that support individuals to thrive and reach their full potential.  This role is subject to a Standard Disclosure and Barring Service (DBS) Check. A previous conviction does not necessarily preclude employment.  If you require further information or support regarding criminal record disclosures, please visit [www.nacro.org.uk](http://www.nacro.org.uk) or [www.unlock.org.uk](http://www.unlock.org.uk)  To support this we embrace our values of:  Open – We reach out to anyone who needs us.  Together – We are stronger in partnerships.  Responsive – We listen, we act.  Independent – We speak out fearlessly.  Unstoppable – We never give up. | | |
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Summary of Main Duties and Objectives of the Job:

The ICT Lead is a pivotal position within Rochdale and District Mind, ensuring the day-to-day running of all ICT systems across the organisation with strong connections with service providers.

The ICT Lead will work with the Operations Manager to develop and implement an organisation-wide digital strategy to efficiently plan and buy software and technology support, as well as to measure the digital capabilities and skills of colleagues and help to develop strengths in this area.

The ICT Lead will work alongside the Operations Manager to ensure appropriate ICT systems are in place to maintain and continuously develop the effective operations of Rochdale & District Mind and monitor and improve their functionality and use by colleagues.

Responsibilities:

IT Support:

1. To work collaboratively with our external IT and Communications providers to ensure ICT support for the organisation and effective software and hardware systems.
2. To be the first port of call for all day-to-day IT and Communications queries.
3. To take the lead on all matters relating to IT equipment, phone systems and software.
4. To be responsible for the inventory of ICT equipment and software licenses: ensuring devices are set up to organisation standards, issued to new colleagues and ensuring the safe return of equipment from leavers.

CRM development:

1. To maintain, manage and develop our CRM systems ensuring a robust and up to date platform that meets our needs.
2. Be part of a team of CRM super users with thorough understanding of the CRM system and its capabilities and functionality to be able to identify areas for improvement in line with service developments.
3. To work with colleagues to understand the development needs of our CRM systems and support the Operations Manager with implementing the developments internally and externally to our CRM providers.
4. To develop our CRM and effectively utilise Power Bi to support Operations Manager and Service Managers and Leads with reporting requirements and monitor project delivery.
5. Provide structured CRM training and manage user accounts for starters and leavers with the appropriate security permissions.
6. Ensure data hygiene by creating and running appropriate data checks and reports on a regular basis using CRM software and Power Bi.
7. Ensure all data collection follows our GDPR and data protection policies. Be responsible for reviewing and updating the organisation’s ICT policies under support of the ICT Subgroup.
8. To sit on the ICT and Communications Sub Groups, chairing the subgroup in the absence of the Operations Manager.

Quality Standards:

1. To participate and support in the development and maintenance of quality audits and systems.
2. Update and maintain records in accordance with the requirements of external funders, agencies and quality systems
3. To work with senior management on quality systems to ensure these are adhered to and support with the annual ISO9001, NHS Data Toolkit, Cyber Essentials and Mind reporting requirements.

IT Training and development:

1. To provide IT inductions for new colleagues, ensuring key messages about cyber security and software are communicated clearly and effectively.
2. To identify and develop internal training to support and enhance colleagues skills and knowledge of using ICT systems.
3. To create and maintain ‘how to’ guidance documents for colleagues to follow for key organisational ICT tasks.

Team working:

1. To actively participate in Rochdale and District Mind’s supervision and staff development policy.
2. To undertake any duties and responsibilities of an equivalent nature as may be determined by the Operations Manager or CEO from time to time in agreement with the post holder, and after consultation with them.
3. To positively contribute to the team environment by sharing updates on work and positively contributing to team culture.
4. To undertake training/other learning opportunities as required and take shared responsibility for personal development.
5. To work within our policies and procedures for maintaining safeguarding principles whilst working with service users, volunteers and staff, with support from your line manager and the Designated Safeguarding Lead.
6. To maintain an up to date work plan and to regularly meet with line manager for supervisions, appraisals and reviews as necessary

General principles for all Mind staff:

1. To promote the empowerment of people who experience mental health and emotional wellbeing issues and to help them speak out.
2. To support the active participation of mental health and emotional wellbeing service users in the services they receive.
3. To practice anti-discriminatory behaviour and to adhere to Rochdale and District Mind’s objectives and policies in the delivery of all its services.

These responsibilities are subject to annual review and may need to be adjusted in line with service developments.

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| Prepared by | Hayley Price | Date | 07/03/2023 |
| Agreed by Post holder | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Date | \_\_\_\_\_\_\_\_\_\_\_\_ |
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| Supervisor | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Date | \_\_\_\_\_\_\_\_\_\_\_\_ |
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| Chief Officer | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Date | \_\_\_\_\_\_\_\_\_\_\_\_ |