

# IT Manager | Role Profile

<b>Job title</b>	<b>IT Manager</b>
<b>Location</b>	UK - Hybrid (London office and Home based), with some travel required within the UK
<b>Responsible to</b>	Head of Finance
<b>Salary</b>	£50,000 per annum
<b>Contract</b>	Full time permanent (37.5 hours per week, Monday to Friday)

## About us

The International Agency for the Prevention of Blindness (IAPB) is the overarching alliance for the global eye health sector dedicated to eliminating the global vision crisis. A global network spread across 100+ countries, of the most brilliant and committed non-profits, philanthropists, public and private organisations.

IAPB, on behalf of its network, holds trusted relationships with the United Nations and the World Health Organization. No one else is operating under this same model with the same reach.

There are 1.1 billion people living with sight loss because they don't have access to eye care services. We are making the case loudly and repeatedly that eye health is not an optional extra. It is vital to everything, for everyone.

IAPB is a growing and successful international organisation registered as a charity in the UK with a dedicated staff team located around the world. We are a well-funded with the majority of our income coming from membership subscriptions. Our impact has increased in recent years and with a new 3-year plan, we are accelerating our work and impact further.

We are seeking someone to be a part of our journey and help us achieve our goals. We are a small charity with a supportive can-do attitude. We are informal but professional and work flexibly. This role offers a real opportunity for someone to contribute our development and progress towards our goals.

## Outline of the role

The IT Manager at IAPB will be responsible for overseeing our IT systems, infrastructure and digital services, ensure they are reliable, secure and aligned with IAPB needs. This role will provide leadership on IT strategy, manage day to day operations, be the key liaison with our outsourced IT provider and support staff to use technology effectively to deliver our mission. We have staff located both in the UK and globally, so working effectively with and understanding the needs of our diverse workforce is key.

## Scope and accountability

Reporting to Head of Finance, the post holders role will include:

### 1. IT strategy and planning

- Conduct a full review of all IT systems and processes
- Develop and deliver the IT strategy in line with organisational goals
- Advise SMT on technology opportunities, risks and best practice
- Ensure systems are scalable, cost-effective and future-ready

### 2. Systems and infrastructure

- Ensure compliance with GDPR, cyber security and other relevant regulations
- Work with external IT providers to ensure cloud services, networks, servers and business applications are managed and maintained
- Manage data security and backups
- Manage disaster recovery and business continuity planning
- Manage software licensing
- Work with the team leading IAPB's Website

### 3. User support and training

- Promote effective use of collaboration and productivity tools across the organisation
- Develop user guides, training and resources to build digital confidence across the organisation
- Work with external IT provider to ensure technical support is provided in a timely manner (in accordance with SLAs)
- Work with external IT provider to set up IT access and provide on-boarding support for new staff in the UK and overseas

### 4. Project and change management

- Lead IT related projects such as systems upgrades, SharePoint migrations or new software implementation
- Ensure projects are delivered on time, within budget and to agreed quality standards
- Support digital transformation initiatives that improve service delivery and efficiency

### 5. Management and leadership

- Manage the relationship with external IT provider
- Manage the IT budget

- Manage the cost-effective procurement and decommissioning of IT equipment for all staff globally
- Manage the IT asset register
- Contribute to wider organisational planning

## General

- The role requires working and communicating at both strategic and operational level – so getting involved in detail as and when required. The post holder will therefore need to be comfortable and skilled in working in both ways.
- The post holder will be an enabler for other members of IAPB, supporting, upskilling, and coaching them across the breadth of IT.
- To respect the personal choice and lifestyles of colleagues those with whom we come into contact, ensuring that equal opportunity principles are applied at all times.
- To be an ambassador for IAPB and demonstrate IAPB organisational behaviours – Ambitious, Collaborative, Inclusive and Strategic.
- To undertake any other duties that may be considered commensurate with the level of the post.
- The jobholder does not have any direct reports, but will need to work across the whole organisation, dealing at all levels, whilst considering the different cultures and timezones that colleagues work in.

Team members are encouraged and supported to see their work in terms of goals and desired outcomes and not just performing the prescribed tasks. The role profile is a broad description of the duties that the post holder will be expected to perform with some examples given. The exact duties to be carried out are not limited to those examples.

While this is intended to be an accurate reflection of the current role the organisation reserves the right to revise the role or to require that other or different tasks be performed as assigned.

## Person specification

Essential	Desirable
Skills & Experience	
<ul style="list-style-type: none"> <li>• Proven experience managing IT systems, networks and digital tools.</li> <li>• Strong knowledge of information security, data protection and GDPR compliance.</li> <li>• Experience managing IT suppliers, contracts and IT budgets.</li> <li>• Ability to lead projects and deliver improvements.</li> <li>• Excellent problem solving and troubleshooting skills</li> <li>• Strong communication skills with the ability to explain technical issues clearly to non-technical colleagues</li> <li>• Commitment to the values and mission of IAPB</li> <li>• Experience working in a charity or not for profit</li> <li>• International experience</li> <li>• Proven ability to constructively challenge, influence and do things differently with positive organisational benefits.</li> <li>• Strong ability to prioritise, work at pace, and under pressure.</li> <li>• Ability and willingness to work flexibly in terms of hours and travel.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of leading initiatives/projects working with cross-functional teams</li> <li>• Experience of working in partnership with teams to deliver organisational objectives and shared goals.</li> <li>• Experience of reviewing and recommending options to achieve best value for money</li> <li>• Knowledge of CRM systems</li> <li>• Familiarity with hybrid working solutions and remote collaboration tools</li> <li>• Experience coaching or mentoring staff</li> </ul>

**Other Information**

- Benefits include 30 days annual leave (plus statutory bank holidays)
- Pension scheme – 10% Employer contribution, no minimum employee contribution
- Group life assurance
- Hybrid working
- Flexible working
- Employee Assistance Provider
- Various family friendly policies

**To apply:**

Please send cover letter & CV to [hr@iapb.org](mailto:hr@iapb.org).

Due to the volume of applications received, we are unable to respond to everyone. If you have not heard from us within 28 days, please assume your application has been unsuccessful.