

Title: IT Systems and Solutions Manager
Directorate: IT and Business Improvement
Reports to: CIO
Location: London (hybrid with working from home)

OVERALL PURPOSE

Manage the day-to-day delivery of The Institute's technology strategy. To drive effectiveness, innovation and improvements in customer service and business efficiency. Ensure the effective operation of the IT systems. Collaborate to define user needs and create solutions to enable IT solutions that bring about digital / hybrid delivery of products, services, and processes. Train and improve in-house capability.

The IT portfolio includes business infrastructure systems, customer interaction with products and services, CRM system, Intranet, learning management system, website, and online knowledge bases and some of our product platforms?

KEY RESPONSIBILITIES

1. In conjunction with the CIO, develop and implement The Institute's technology roadmap to enable innovation and achieve commercial goals, shape and manage budgets, building, and implementing the Institute's business plan and managing and selecting suppliers.
2. Ensure that all systems comply with The Institute's standards and industry best-practice security protocols and procedures, including data protection.
3. Oversee and advise on sourcing of systems solutions and implementing design.
4. Collaborate with colleagues on internal process reviews to identify and deliver process automation and improved efficiency and improve customer experience.
5. Create tools, workflows, and processes to enable the production of accurate MI.
6. Deliver training and guidance to colleagues on new or changed processes and systems.
7. Support onboarding of all new employees to relevant systems and equipment.
8. Identify and recommend technology innovations and solutions that deliver a high-quality end to end customer experience and further business efficiency.
9. Develop solutions and manage integrations across systems including Salesforce/Fonteva, WordPress, Moodle and Hubspot.
10. Manage the building, administration, monitoring and fixing of The Institute's IT, business operations and customer support systems.
11. Conduct ongoing assessments of IT systems and solutions to identify improved efficiency and risk mitigation.

PERSON SPECIFICATION

Knowledge and Skills

- Applied knowledge of Salesforce administration and solution development.
- Applied knowledge of WordPress, Hubspot and Moodle platforms.
- Strong, practical Microsoft expertise to give general business support alongside MSP and help develop future solutions.
- Understanding of API's and practical experience ideally within the Salesforce environment
- Able to analyse business processes and design automation that creates improvements.

Job Description

- Able to plan and implement IT systems development and integration.
- Strong analytical skills and problem-solving strategies
- High attention to detail: spots what others may miss.
- Able to clearly articulate business requirements into technical requirements
- Able to develop, build, and document processes, understand project status within the process.
- Data-oriented and uses data effectively to explain recommendations and decisions.
- Able to carry out independent research and adapt / interpret it for local business needs.
- Able to assimilate technical knowledge rapidly, and take on new products, systems, and operational platforms at a pace.
- Excellent organisational, planning and time management skills, with ability to manage changing requirements as well as multiple overlapping projects at one time.
- Excellent stakeholder management and interpersonal skills and interacts well with colleagues in all disciplines.
- Knowledge of Fonteva an advantage
- Experience with cloud computing services (e.g., Azure and AWS) an advantage.
- Data protection, GDPR knowledge and Cyber Accreditation experience an advantage.

Attitudes

- Highly customer focused individual who strives for high quality delivery
- Collaborative and results-driven
- Aligns with The Institute's values.
- Highly ethical
- Curious nature, proactively identifies, anticipates, and solves problems.
- Committed to delivering quality software, services, and support to end users.
- Creative personality actively supports new ideas and adapts well to change.
- Persistent and resilient in overcoming challenges and achieving goals.
- Works well under pressure and across various tasks
- Positive attitude and dedicated to the Institute's success.

SUCCESS CRITERIA

- Feedback from internal colleagues suggests recommendations and support drive the right outcomes for the business.
- Improved efficiencies in processes and appropriate automation to achieve a reduction in costs.
- Customer satisfaction and Employee Engagement results
- IT solutions, services and systems meet business and customer needs.
- Delivery of projects to time, budget, and quality standards
- Data quality, integrity and compliance are maintained – we have a single source of truth.
- Produce reliable, accurate and timely MI.
- Prevention and mitigation of security breaches
- System down time is minimised.
- Staff are trained and competent in new IT systems.
- Compliance with policy, good practice, and legal requirements

The role holder is required to perform related duties as required. This job description does not necessarily include every responsibility, requirement or skill associated with the role. It is intended to reflect the role currently and the manager and role holder will revise the job description as necessary to ensure the needs of The Institute and its customers can be met.