

Role Profile

Head of IT and Facilities

Role Details:

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| Department: | Finance & Resources | Team: | IT and Facilities |
| Reports to: | Director of Finance & Resources | Responsible for: | London Office Manager, CRM Administrator, Outsourced IT provider |
| Contract: | Permanent | Hours: | Full-time, 35 hours |
| Salary Range¹: (+ London weighting if eligible) | £47,000 - £52,000 | Salary Band: | D |
| Base Location: (London, Belfast, Cardiff, Glasgow or remote) | Hybrid: Home with regular travel to London, or office-based in London. Occasional travel to other country offices will be required. | DBS Check Required? | Y |
| Budget Holder? | Y | Policy Owner? | Y – Health & Safety, Information Security, Business Continuity Plan |

Core Purpose:

The Head of IT and Facilities will be responsible for developing and overseeing a cohesive IT and FM function that manages our infrastructure, ensures high standards of security and value for money, and enables the us to achieve our organisational strategy.

Primary Objectives:

1. **Develop a cohesive, customer-focused function:** Bring IT, Facilities and CRM together to enable the organisation to get the most out of our technology, equipment and property
2. **Manage our infrastructure:** Lead the management and maintenance of our IT estate and infrastructure, and our London property
3. **Implement and maintain appropriate security measures:** Ensure the safety and security of our systems, data and people
4. **Lead supplier relationships and drive value for money:** Ensure our supplier contracts are fit for purpose and meeting business needs

¹ Please note our policy is to offer at the bottom of the salary band for new starters.

5. **Develop a programme of training and support:** Drive a culture of continuous personal development in technology and the improvement of IT literacy at TFN

Responsibilities:

1. **Develop a cohesive, customer-focused function:** Bring IT, Facilities and CRM together to enable the organisation to get the most out of our technology, equipment and property
 - Develop and maintain a clear understanding of the organisation to enable translation of organisational strategy into IT and FM strategies
 - Develop service level agreements to manage internal expectations and optimize our internal resource
 - Manage our outsourced service desk, ensuring the level of provision meets organisational needs and users have a seamless and consistent service regardless of who they contact
 - Work with the Country Assistant Directors to ensure consistency in facilities management and ensure IT needs are being met across all four countries
 - Lead the development and implementation of IT and FM processes, ensuring clear, accessible documentation and streamlined processes to create a positive experience of the function for the organisation
 - Lead the IT and FM contribution to annual planning and budgeting
 - Line manage the CRM Administrator and Office Manager, providing coaching and support and engaging with the HR policies and processes.
2. **Manage our infrastructure:** Lead the management and maintenance of our IT estate and infrastructure, and our London property
 - Ensure all aspects of IT and Facilities Management at TFN are in line with legal and regulatory requirements, including health and safety law and data protection
 - Create, maintain and support an IT Service Catalogue
 - Lead IT projects from conception to completion, ensuring timely delivery within budget
 - Ensure regular system audits and health checks
 - Ensure the service desk is being well run, and issues are being resolved in line with SLAs
 - Oversee appropriate equipment provision and maintenance
 - Work with the Office Manager to ensure we are maintaining the London property as a critical asset, and fulfilling our landlord obligations to our tenants
 - Work with the Director of Finance & Resources and Head of Finance to ensure we are minimizing our risk and maximizing financial return on the London property
 - Work with the Country Assistant Directors to ensure consistency in facilities management across all offices
 - Provide regular reports on IT and Facilities Management to the Senior Leadership Team and Board of Trustees
3. **Implement and maintain appropriate security measures:** Ensure the safety and security of our systems, data and people
 - Lead our annual Cyber Essentials Plus renewal, ensuring ongoing work is carried out to maintain a high level of security throughout the year, and minimize the amount of remedial work required in the run up to the assessment
 - Act as Health and Safety Lead, supported by the Office Manager
 - Develop, implement and regularly review appropriate policies in Information Security, Health and Safety, Lone Working and Business Continuity
 - Work closely with the Data Protection Officer to ensure GDPR is upheld across the IT estate

4. **Lead supplier relationships and drive value for money:** Ensure our supplier contracts are fit for purpose and meeting business needs
 - Lead the relationship with our outsourced IT provider (currently Wanstor) ensuring the provision meets organisational needs and is delivering value for money
 - Oversee relationships with other IT and Facilities suppliers (whether directly or via members of your team)
 - Ensure major contracts are following procurement processes, including tendering services to ensure we are getting best value
 - Regularly review all contracts and identify areas for cost reduction
 - Own the IT and Facilities budgets

5. **Develop a programme of training and support:** Drive a culture of continuous personal development in technology and the improvement of IT literacy at TFN
 - Partner with the Head of Learning & Development to ensure that health and safety, cyber security and IT skills are included in induction processes and ongoing training plans
 - Deliver regular training on IT systems and tools to improve our organisational IT literacy
 - Ensure the delivery of regular health and safety training

6. **Team Working:**
 - Deputise for the Director of Finance & Resources when required
 - Work closely with the wider Finance & Resources department to ensure that plans and priorities align with wider organisational plans and strategies
 - Effectively represent the team and actively contribute at internal meetings and external events.
 - Understand and adhere to The Fostering Network's policies and practices
 - Engage with and demonstrate commitment to The Fostering Network's mission, vision, values and strategy
 - Proactively engage with the performance development approach, taking responsibility for seeking appropriate development opportunities and taking part in learning.
 - Take a relationship-based approach to your work, understanding that creating positive relationships with our internal and external stakeholders is central to achieving our objectives
 - Undertake any other duties appropriate to the level in accordance to agreed procedures and guidelines.

Main Stakeholders

In addition to their immediate team, this role-holder will particularly work with:

| Internal | External |
|--|---|
| Head of Learning & Development Data Protection Officer Senior Leadership Team Assistant Directors Heads of Team Green Working Group | External IT Provider Building tenants External CRM Partners Facilities Management Providers Insurance brokers |

What we're looking for:

Essential Knowledge, Experience & Qualifications

- ITIL v4 certification
- Demonstrable experience in an IT management / leadership role

- Experience in Microsoft 365 and cloud-based technology
- Track record of managing successful IT projects and qualified in Prince2, Agile or other relevant certification
- Experience in contract procurement and management, service management, and information security
- In-depth knowledge of IT infrastructure, systems and cyber security best practices
- Good understanding of health and safety and GDPR
- Budget management experience
- Experience of bringing internal and external IT resource together to provide a seamless, consistent and resilient service level for users

Essential Skills & Attitudes

- Able to communicate effectively with stakeholders at all levels with varying degrees of technical understanding
- A proactive problem-solver
- Commitment to maintaining the confidentiality of information held by The Fostering Network
- Commitment to Equality, Diversity and Inclusion
- Commitment to The Fostering Network's mission, vision and values

Desirable

- Experience of leading a facilities management function
- Knowledge of leases and property management
- Experience in a grant-funded organisation
- Care-experienced and/or lived experience of foster care