

## Head of Technology

### VACANCY REFERENCE CODE: 68/2019

*Please quote this code on the application form*

*“Choose a job you love and you will never have to work a day in your life” - Confucius*

- **Location:** Calderstones Park, Liverpool 18
- **Duration:** Permanent
- **Reporting to:** Chief Operating Officer and Director of Finance
- **Salary:** £27,000 to £35,000
- **Hours:** 35 hours per week (some weekend support required)
- **Annual Leave:** 30 days per year plus bank holidays

### About this role:

*“A writer only begins a book. A reader finishes it.” – Samuel Johnson*

As part of the award of National Lottery Funding, the digital infrastructure for the charity is being reviewed.

We are looking for a target-driven, motivated and focused leader to take responsibility for the IT Department and requirements of The Reader Group at this pivotal time of digital change. While this is being undertaken we need a dynamic individual who shares our values to be responsible for managing the staff, relationships and systems required to ensure that the technology supports the aims of the charity and businesses and enables growth, helping the charity achieve its vision.

### Key Responsibilities

- Develop the IT Strategy for and architecture of the organisation in light of the current digital transformation work being undertaken within the organisation.
- Lead and champion digital engagement at all levels across the organisation.
- Manage the IT Team to help colleagues across the organisation troubleshoot technology issues and develop a training strategy to support self-help with basic computer technical issues.
- Manage the IT budget to ensure that it is utilised effectively and the budget is not exceeded by year end.
- Work with the People Team and Hub Managers to develop a strategy to ensure that the best available technology within budget restraints is available for volunteers.
- Own the relationship with the technical agency following completion of the digital project, ensuring they are providing value for money in their on-going support.
- Provide insight and leadership in all aspects of digital communications from user experience, content and optimisation, through to technical infrastructure.

- Oversee and manage the IT Team workloads to ensure that the following systems and processes are in place:
  - Software and hardware installation and maintenance for the needs of the organisation.
  - Backup of key systems.
  - Malware and virus protection and the resolution of any problems within these areas.
  - Management of reprographic hardware, consumables and credits.
  - IT requirements of tenancy arrangements within head office.
  - Asset database maintenance in line with audit requirements.
  - The active directory is kept up to date and the correct level of controls are in place to protect the organisation.
  - Support the Communications Team in maintaining the website.
  - Ensure essential legal requirements are undertaken, e.g. PAT testing
- Run a regular team meeting to ensure collaborative working, good practice, sharing of learning and ideas and that projects are running to plan.
- Stay abreast of current trends and technology and make recommendations that will help keep up with technology standards within budget restraints.
- Any other relevant duties as required by your line manager.

**This role could be for you if you:-**

- Are ready for a significant and challenging role in a growing and thriving charity
- Want an opportunity to be creative and make a difference
- Are a leader who is also good at managing people
- Enjoy testing new ways of working
- Are an agile, collaborative worker who is excited by working across the organisation and its functions, able to pull different strands together, make things happen
- Are kind, yet bold
- Are comfortable working in a changing environment
- Do what it takes to get the job done

**Person Specification**

<p>Knowledge/ Technical Skills/ Experience</p>	<ul style="list-style-type: none"> <li>• Senior experience within digital and data-driven environments (E)</li> <li>• Experience of leading digital transformation (D)</li> <li>• Broad mix of knowledge and expertise in: strategy and best practice; content development and delivery; information delivery; product and platform development; and analytics (E)</li> <li>• Experience of designing and delivering appropriate induction and training (D)</li> <li>• Strong knowledge of MS Office (E)</li> <li>• Bachelor’s Degree in Computer Science or Information Science (E) (equivalent qualifications or experience will be considered)</li> <li>• Extensive network, operating systems and software knowledge appropriate for a charity and businesses (E)</li> <li>• Experience of working with Microsoft Office 365 and Dynamics (D)</li> </ul>
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	<ul style="list-style-type: none"> <li>• Excellent interpersonal, communication and listening skills. Able to demonstrate empathy and be able to view situations from different perspectives and to work collaboratively with others (E)</li> <li>• Excellent organisational skills with the ability to manage and prioritise workload and meet deadlines (E)</li> <li>• Highly motivated with the ability to work independently, use initiative and solve problems creatively and to take an active approach to personal learning and development (E)</li> <li>• Good coaching skills to develop a team (E)</li> </ul>
Special Circumstances	<ul style="list-style-type: none"> <li>• Be able to demonstrate an understanding of the wider work of The Reader Group, and its social mission, values and purpose (E)</li> </ul>

\* E = Essential     D = Desirable

### How to Apply

- Note. Please do not just send in a CV. We will only consider applications that adhere to the following process -
- Visit [www.thereader.org.uk](http://www.thereader.org.uk) and select the 'Get Involved Section' where you will be able to view the full job description, recruitment pack and download an application form. Please complete the application form and submit to [kateharrison@thereader.org.uk](mailto:kateharrison@thereader.org.uk)

### Deadline for applications: Monday 2<sup>nd</sup> September 2019, 9am

- NB: applications arriving after 9am will not be considered
- A high volume of applications may make replies to everyone impossible.

**Selection Process:** If successful at shortlisting you will be invited to attend a panel interview. You may be required to complete a selection task at the interview if this is the case you will be informed of this prior to the interview date.