

Job Description and Person Specification

Job title	IT Manager
Base	Home based but this is a national role and will require travel across EF sites
Hours & salary	37.5 hours per week £40,362 - £45,283 per annum
Accountable to	Head of Information

About Emerging Futures CIC

Emerging Futures works with adults affected by drug and alcohol addiction, offering housing and community-based support.

We believe that no one should suffer the stigma associated with addiction, and that everyone seeking support should feel valued and respected.

We provide homes for people to connect with others and make the necessary changes to move towards independent, healthy living.

Our behaviour change services provide a confidential space to share experiences, and offer practical support to those who want to change.

The Emerging Futures accredited coach training develops the skills of our volunteers, motivating people to give back and reconnect with their community.

About the role

The IT Manager will be responsible for the day-to-day management of our information systems infrastructure, ensuring reliable and secure IT services across all Emerging Futures locations.

This role combines hands-on technical management with strategic oversight of our IT assets and security posture.

Principal duties and responsibilities**Supporting those around you**

Manage and develop IT support staff, conducting regular one-to-one meetings and performance reviews.

Provide leadership and mentorship to junior team member(s).

Build and maintain strong working relationships with local teams to support collaborative IT operations and to understand their technical needs and deliver tailored IT solutions.

Work with housing team to monitor and maintain CCTV systems across all properties.

Provide hands-on technical support and ensure effective provisioning of hardware, software, and access.

Establish and maintain IT service standards, processes, and best practices.

Support the development and implementation IT & IS roadmaps.

Promote adherence to IT processes and IT management policies.

Performance

Work with Head of Information to manage end-to-end IT service delivery, ensuring alignment with business needs and SLAs.

Oversee comprehensive asset management program including phones and computers.

Oversee identity management and access control systems and ensure appropriate security measures.

Drive user adoption and training initiatives for M365 products (incl. Teams, Power BI, and Fabric) and Salesforce.

Conduct regular licensing reviews to ensure compliance and cost optimisation.

Handle phishing reports and implement security awareness measures.

Manage hardware lifecycles, including timely updates and replacements.

Partner and vendor engagement

Work collaboratively with vendors, ensuring monitoring against SLAs and performance management where needed.

Incorporate telecoms into the scope of the IT department.

Collaborate with vendors to implement new features and resolve issues.

Provide IT administrative support for Salesforce and Microsoft 365 environments.

Manage SharePoint and user permissions.

Work with vendors and the Head of Information to manage permissions creep through regular audits and cleanup processes.

Ensure PCI compliance for payment processing systems.

Health, safety, and risk management

Implement IT security policies and procedures.

Conduct regular security assessments and monitor VMaaS.

Provide feedback on IT issues and recommend improvements.

Ensure all IT systems comply with health and safety regulations.

Confidentiality

Service user, volunteer and staff information is confidential. It is a condition of employment that staff do not use or disclose any confidential information obtained in accordance with data protection legislation.

Code of Conduct

All staff are expected to adhere to all EF's policies and procedures that establish standards of good practice and follow any codes of conduct which are relevant to their own profession. Staff will promote and ensure adherence to Equality of Opportunity policies and anti-discriminatory practice, demonstrating EF's commitment to valuing diversity.

Privacy & dignity

Staff should respect service user/family/carer's diversity, cultural needs and privacy.

Safeguarding

All staff have a duty to safeguard and promote the welfare of service users, volunteers, their families and carers. Staff have a duty to ensure they are familiar with safeguarding policies, attend safeguarding training and know who to contact if they have concerns about an adult or child's welfare.

Health & safety

EF has a duty of care to employees and will ensure that, as far as is reasonably practicable, adequate training, facilities and arrangements for risk avoidance are in place. All employees are required to comply with relevant Health & Safety legislation and policies relating to Health & Safety and Risk Management

Professional development

Staff must be committed to their professional development and keep up-to-date with relevant developments and legislation in the sector.

Skills and experience

Essential	Desirable
<p>Degree in Computer Science, IT, Business Administration, or a related field, or equivalent experience.</p> <p>Minimum 3 years experience in IT service management, ideally within a multi-site or enterprise environment.</p> <p>Working knowledge of: GDPR, PCI, Cyber Essentials, ISO framework.</p> <p>Strong knowledge of Microsoft 365 and Salesforce administration.</p> <p>ITIL or similar service management framework knowledge.</p> <p>Excellent communication and interpersonal skills.</p> <p>Strong problem-solving and analytical skills.</p> <p>Proven experience in IT troubleshooting, task prioritisation, process adherence and improvement, and working to SLAs and KPIs.</p> <p>Ability to visit EF sites across the country on a regular basis.</p>	<p>Demonstrated success in team leadership and vendor management within a dynamic enterprise environment.</p> <p>Experience in IT management or senior technical role.</p> <p>Project management qualifications.</p> <p>Experience in charity/non-profit sector.</p> <p>Proven experience of managing staff and teams.</p> <p>Knowledge of social housing IT requirements.</p>