CMA I.T. Manager
Job Description

Terms and conditions

£32K pro-rata
16 hpw flexitime*
25 days pro-rata (5 weeks) paid annual leave
Pro-rata Bank Holidays
Contributory Pension Scheme
IT working from home allowance
Mileage and travel expenses allowance
Perkbox employee benefits scheme

* additional hours may be available in the future according to business need.

The role is subject to a three month probation period

The role will be appointed initially for a 2 year (24 month) period. We fully anticipate continuation on permanent rolling contract beyond this period but that will necessarily be subject to a review of funding and business need (at 21 months).

Community Money Advice (CMA)

CMA is a charity rooted in Christian beliefs with a vision to reach out and help anyone with debt and money problems, without prejudice. We do this by working with churches and other community groups to establish local debt advice services run in and by the local community. CMA is therefore an enabler (envisioning communities and helping them establish services) and a service provider (offering a full range of support services to the local, affiliate centres). CMA manages a broad range of customer facing and business development work, but underpinning all it is necessary that every member of the team is compassionately committed to helping people in debt. As a team, we expect high professional standards of us all, but we also believe we are people over and above being workers, and compassion and support underpin our relationships with each other and our customers (the affiliate centres). We work and partner with people of Christian faith, other faiths and no faith, believing all are equal, but the CMA staff team are all Christians; our faith is intrinsic to the expression of our work, most of our affiliate advice centres are based in churches, so for this role candidates need to be of Christian faith (employment exemption under GOR).

IT Manager Role

REPORTS

The role reports to the Chief Operating Officer.

The IT Manager will manage a small team of volunteers who form the Catalyst Development Team (see Catalyst Development, below); and also work cross-functionally as appropriate with other managers and staff.

THE WORK

The IT Manager role is that of a project manager and IT support manager, and will be responsible for work in the following key areas:

Catalyst Development

Catalyst is CMA's bespoke Debt Advice Casework Management, cloud based, software. Catalyst is subject to a programme of continuous development and refinement, including: the enhancement of existing functionality; the development of new functionality required by changes in debt advice sector practice; and new functionality driven by CMA business development. The technical development and technical support for Catalyst is undertaken by CMA's I.T. partner, Practically iO, who also manage the partnership with the Cloud host, Layershift.

Working with the volunteer Catalyst Development Team (CDT); Practically iO; and 3rd Party organisations, the IT Manager will:

• Create and implement a prioritised rolling programme of Catalyst development, within financial budgets set by CMA's C.E.O., defined by the needs of the end user.
• Work with the CDT to spec the operational requirements of system development.
• Provide iO with the specs and work with them to identify the best functional development of Catalyst to support the operational/user need.
• Manage pre-launch trial of new functionality, and post launch snagging
• Manage communication of the launch of new functionality to the CMA team and affiliate network
• Run training workshops for staff/affiliates as required (typically for major developments)
• Ensure Catalyst developments are delivered on budget and to schedule
• Work with iO to resolve outages and other technical issues, ensuring consistent stability and accessibility for end users

Other IT Development

The IT Manager will take similar responsibility for IT development outside or linked to Catalyst, which can include the provision of IT solutions for other departments and business development initiatives undertaken with third party IT companies.

Currently CMA is working on a ChatBot client referral portal with 3rd parties, and is looking to implement a CRM/ERP solution for CMA.

CMA Website

The IT Manager will be responsible, with hosts Practically iO, for the technical performance of the website, necessary functionality developments, and the enhancement of current Google analytics reporting.

CMA Team IT requirements

The IT manager will manage the provision and set-up of laptops and phones for CMA staff, and provide user support for these tools, including: MacBooks, PCs, Microsoft office suite, etc.

Conferences and other network meetings

Work with other departments and venue IT teams, to provide IT equipment and support for videoing conference presentations, pre-recorded presentations, etc.

Social Media

Develop CMA's social media presence and provide guidance to the network as to how best to utilise social media in/for their advice centres.

General

• Lead the development of IT based resources to support CMA growth and departmental requirements
• Attend regular General Management Meetings
• Contribute to management team decision making
• Act as IT rep on cross-functional project groups

THE SUCCESSFUL CANDIDATE

Requirements

• An overview understanding of the debt advice landscape in the UK
• Demonstrable experience of effective IT project management (including basic budget management)
• Demonstrable IT literacy and skilled employment of standard business IT tools
• Demonstrable experience of effective cross-functional working
• Demonstrable experience of motivational team management
• Experience of working remotely on your own initiative
• A clean driving licence and the ability to undertake some travel for work within the UK
• *Specific knowledge of CRM/ERP solutions would be an advantage*
• *Experience of using Google.docs/drive would be an advantage*