JOB DESCRIPTION

JOB TITLE: CITC IT Manager

DEPARTMENT: City in the Community Foundation (CITC)

REPORTS TO: Karen Parry (CITC) and Mike Morris (MCFC)

LOCATION: City @ Home

DATE: January 2018

_____

Job purpose

City in the Community Foundation has been established for over 30 years. The scheme is the registered charity of Manchester City FC and uses the brand of the parent Club to engage and impact over 30,000 lives in Manchester annually.

There is a key role to aid the development of an IT Strategy for CITC and roadmap its core applications, integrate centralised City Football Group services and act as a consultation point for managing IT Risk.

_____

Key responsibilities

- Through strong stakeholder management grow an IT landscape of Infrastructure, Applications and Services that suits the needs of CITC.
- Ensure fully integration of services that are centrally delivered
- Design and deliver any IT capabilities required for CITC that are not delivered centrally.
- Reviewing and continuously improving IT service delivery to CITC staff.
- Acting as a key advisor to CITC management on IT Risk for CITC drawing on the wider CFG team if required.
- Oversee relevant parts of the IT budget and ensure that budgetary targets are met.
- Fully contribute to all efforts to ensure compliance to legal and regulatory frameworks relevant to IT.
- Monitor and report of Data Usage
- Advise on hardware and software based on requirements with a view to running robust procurement tenders and processes
- Maintain a Fixed Asset Register

General responsibilities

- Compliance with Club policies
- Compliance with the Club's health and safety procedures
- Compliance with the Club's safeguarding policies
- To undertake such other duties as may be reasonably expected
- To maintain professional conduct always

Key relationships

The Head of IT for MCFC to help integrate central services.

The Financial Controller for CITC and wider Senior Management Team to develop plans, roadmaps and priorities for IT delivery in support of operational priorities

CITC Finance Department to ensure that budgets are prepared and adhered to.

CITC Software suppliers to understand the IT landscape for CITC and what is achievable both now and in future

CITC Hardware suppliers to monitor our contracts and asset lifecycle

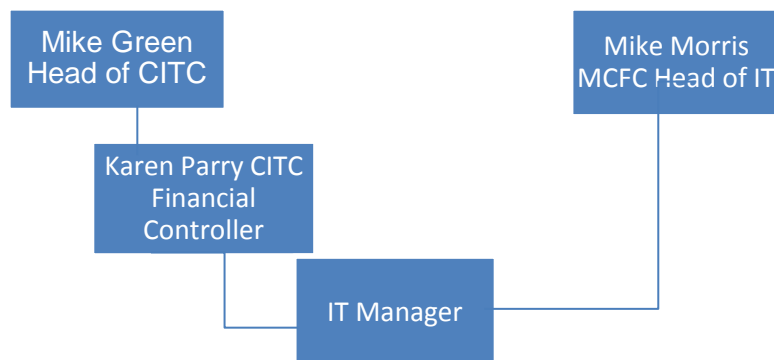Any IT Services suppliers who will require management of their deliverable

_____

Scope of job

Around 100 highly mobile users with multiple IT assets

Covering 5 unique CITC applications with the scope for more to be added as the business requirements develop

Responsibility for the maintenance of the Fixed Asset Register

_____

Organisation chart

```
┌──────────────────┐              ┌──────────────────┐
│   Mike Green     │              │   Mike Morris    │
│  Head of CITC    │              │  MCFC Head of IT │
└──────────────────┘              └──────────────────┘
         │                                 │
┌──────────────────┐                       │
│ Karen Parry CITC │                       │
│    Financial     │                       │
│   Controller     │                       │
└──────────────────┘                       │
         │        ┌──────────────────┐     │
         └────────│   IT Manager     │─────┘
                  └──────────────────┘
```

Person Specification

Job Title: CITC IT Manager   **Department/Location: CITC**

Knowledge: the level and breadth of knowledge to do the job e.g. understanding of a defined system, method or procedure, legal or regulatory frameworks etc

Essential

- A solid grounding in ITIL principles – in particular, Incident and Problem Management
- A good understanding of risk management and how to mitigate IT risk
- An understanding of a software product and how to develop a roadmap that benefits CITC

Desirable

- Knowledge of on-line booking systems and learning platforms
- Knowledge of monitoring and evaluation tools e.g. Substance Views

Technical/work-based skills: skills specific to the job e.g. language competence, typing skills, coaching skills etc

Essential

- An analytical approach to problem solving
- Experience of developing and maintaining spreadsheets
- Proficient in Microsoft Office based programmes and delivers a suitable and professional way of communicating across many platforms at variable levels
- Use of professional language will be essential for external communication
- Knowledge of using and developing online learning platforms and booking systems

General skills and attributes: more general characteristics e.g. flexibility, communication skills, team working etc

Essential

- A self-motivator used to working with users and senior managers alike
- Excellent communication and presentational skills
- Strong, persuasive, influencing and negotiation skills
- A hands-on approach to resolving user queries
- Excellent monitoring and reporting skills
- The ability to work individually or as part of a team while displaying a self-confident approach to tasks
- To clearly demonstrate a commitment to the role showing a creative/innovative approach to all tasks while demonstrating a flexible attitude to meet all objectives
- Managing budgets and being fully accountable for these
- Strong interpersonal skills
- Ability to develop innovative solutions in IT field of work

Experience: proven record of experience in a particular field, profession or specialism. Any period of work required must be appropriate and not excessive.
Essential - A track record of delivering a service to IT users particularly around hardware and core applications - Experience of Incident and Problem Management - Experience of Project and Transition work - Experience of reviewing and negotiating IT contracts for software, hardware and services. - Experience of having run a whole IT environment (in small office or institution) for two or three years Desirable - Experience of identifying IT risk - Experience in working in the Charity sector
Qualifications: the level of educational, professional and/or occupational training required
Desirable ITIL