Job Description

SPANA (The Society for the Protection of Animals Abroad) is the global charity for the working animals of the world. Since our foundation in 1923, we have worked where they work, to support the welfare of working animals, including horses, donkeys, mules, oxen, dogs and camels. Find out more at www.spana.org

Vision Our vision is a world where every working animal lives a healthy and valued life.

Mission Our mission is to transform the welfare of working animals in a world where animals, people and the environment are respected and thrive.

Job title:	**IT & Systems Manager**
Reports to:	Head of Global Operations
Location:	Hybrid working: Based in London office or remote working. If remote working, London office or other venue to be visited for meetings and events normally once a month.
Terms:	Full-time 34.5 hours per week, permanent
Salary	Between £45,000 - £50,000 per annum subject to skills and experience
Benefits	- Flexible Working 26 days annual leave, plus bank holidays; further leave accrues after two years of service to a maximum of 30 days. - Generous Company pension scheme with SPANA paying 10% of salary if employee contributes 5%. - Health Care Cash Plan with Medicash, including access to virtual GP appointments. - Enhanced Employee Assistance Programme. - Life Insurance - Volunteer day programme - Access to financial advisor

Purpose of the role

We are looking for a proactive and skilled IT Manager to join our team. This role is essential in ensuring our IT infrastructure and services support the organisation's needs while enabling teams to work effectively, securely, and collaboratively. You will lead the day-to-day management of our IT service provider relationship and play a central role in scoping, sourcing, and implementing new software solutions.

A key focus will be working closely with the Head of Global Operations and our IT service provider to enhance cyber security, ensure readiness for Cyber Essentials accreditation. You will collaborate with partners to ensure their IT systems meet required security standards. Additionally, you will research opportunities to integrate artificial intelligence (AI) tools to improve efficiency while providing guidelines for teams on how to use AI safely and responsibly.

In this varied role, you will also oversee the management of SharePoint, hardware, and system issues, while driving continuous improvement in IT systems and processes.

Key responsibilities

1. IT Service Provider Management
- Act as the primary focal point of contact with the IT service provider, ensuring prompt issue resolution and clear communication.
- Monitor and review the IT service provider's performance against agreed service levels, addressing any gaps or concerns.
- Lead on service contract reviews and potential tenders as and when they arise.

2. Cyber Security
- Collaborate with the Head of Global Operations and IT service provider to improve and maintain cyber security measures, ensuring alignment with best practices and readiness for Cyber Essentials accreditation.
- Work with partner organisations to ensure their IT systems meet the necessary security standards for collaboration.
- Ensure all staff are aware of the IT policy and follow processes. Provide training to staff on IT policies and procedures where necessary.

3. Systems
- Work closely with the appointed consultant to support the organisation-wide systems review. Provide technical expertise, insights into current IT systems, and recommendations for improvement.
- Partner with teams to scope, source, and roll out new software solutions tailored to their needs.
- Review and assess compatibility of all new software and tools with the organisation's IT infrastructure.
- Ensure that all new software integrates seamlessly with existing systems, minimising disruption to operations.
- Collaborate with teams to test, troubleshoot, and refine integrations to ensure efficient system performance.
- Research and assess opportunities to integrate AI tools into organisational systems to improve efficiency and productivity.

- Develop and implement guidelines for teams on how to use AI tools safely, ensuring compliance with security, data protection, and ethical considerations.

4. SharePoint Management
- Manage and optimise the organisation's SharePoint environment, ensuring consistent and cohesive use across all teams.
- Provide training or resources to teams to maximise SharePoint's functionality and support collaboration.
- Carry out internal checks and audits to ensure systems are used in line with out guidance.

5. Hardware Oversight
- Maintain an inventory of all hardware, including laptops, desktops, servers, and peripherals, ensuring timely upgrades or replacements.
- Oversee the deployment of new hardware, including installation and user training as required.

6. Critical Incident Response
- Respond swiftly to IT incidents, coordinating with the IT service provider and internal teams to minimise operational disruption.
- Create and maintain an IT incident response plan, ensuring all team members are aware of their roles during emergencies.

7. Documentation and Training
- Maintain clear, up-to-date documentation of IT systems, processes, and policies.
- Deliver training sessions or create user guides to support staff in using IT systems effectively.

In addition, undertake any other duty or responsibility that may reasonably be allocated by management. It is a requirement of the company that all staff work in a flexible manner compatible with their jobs and in line with the company objectives and values. Please note that the job description for this position may be reviewed and amended to incorporate the future needs of the department and the organisation.

Person Specification

Knowledge and Education

- Relevant IT degree or apprenticeship/NVQ

- Proficiency in managing and optimising SharePoint environments.

- Excellent troubleshooting and problem-solving skills, particularly under time-sensitive conditions.

- Understanding of data protection regulations, including GDPR.

Experience and Skills

- Proven experience in IT management or a similar role, including managing relationships with external service providers.

- Strong understanding of IT infrastructure, including hardware, software, networks, and security.

- Experience in improving and maintaining cyber security, with familiarity with Cyber Essentials requirements or equivalent frameworks.

- Proven track record in implementing and integrating new software solutions.

- Experience in researching and integrating AI tools to improve organisational efficiency.

- Strong project management skills, with the ability to scope, plan, and deliver IT projects effectively.

Personal Attributes

- Ability to work collaboratively with other teams and external partners to ensure their IT systems meet security and operational requirements.

- Clear and effective communication skills, with the ability to explain technical concepts to non-technical staff.

- High level of organisational skills and attention to detail.

Desirable Criteria

- Experience of working in the non-for-profit sector.

- French or Arabic knowledge.

- Experience in IT procurement, including scoping and sourcing hardware or software solutions.

- Familiarity with cloud services such as Microsoft 365, Azure, or similar platforms.

- Relevant certifications such as ITIL, CompTIA, Microsoft Certified: Azure Fundamentals, or equivalent.

TO APPLY Send a CV and cover letter/email (no more than two pages) to recruitment@spana.org with IT MANAGER in the subject line.

Deadline: 23:59 GMT on 26 March 2025.

Main interviews will take place the week of the 31 March.

Applications without a cover letter/email explaining how you meet the requirements for the role will not be considered.

Applicants must have the right to work in the UK for the duration of your employment.