ICT Manager

Job Description

between 0.75 and full time

We are…

Professional HE Services (PHES) is an umbrella company for membership organisations in the UK Higher Education sector. PHES is the corporate "parent" to four Special Interest Organisations (SIOs); the Association of University Directors of Estates (AUDE), the British Universities Finance Directors Group (BUFDG), the Higher Education Strategic Planners Association (HESPA) and Universities Human Resources (UHR). Between them, these organisations support UK university staff who work in the areas of estates, facilities management, finance, procurement, strategic planning, and HR.

We are looking for…

An ICT Manager to join our small team (20 staff) during this exciting period of expansion. We are looking for candidates who can work anywhere between 0.75 FTE and full-time. This is a new role in the organisation.

The successful candidate will become an essential part of the PHES team working across all four associations, managing our IT systems and providing technical and system support to team members. Working closely with colleagues, you'll need to use your IT expertise to help these four associations achieve their goals, while maximising the efficiencies of this shared service.

The post-holder reports to the PHES Managing Director and has no line management responsibilities. This role will be based in Loughborough and include some UK travel and occasional overnight stays.

We use these systems…

A bespoke web content management system that is integrated into our membership/user database. We outsource the development of this system, so the postholder will not be required carry out any programming or development. Previous experience of using content management systems is essential.

Office 365 is at the core of our day to day IT systems. We use all the usual Office packages, as well as OneDrive and SharePoint. Experience of Office 365 administration is essential. We also use Microsoft Intune to manage our devices and Sophos as our endpoint security software.

We place huge importance on the use of data in our work, so querying the database is crucial. Any knowledge of SQL would be useful, but not essential.

We have a Moodle e-learning platform that is also integrated into the membership database and are expanding the number of courses that we offer.

We do not run any servers – all our systems are either cloud based or hosted with outsourced companies, so this role is very much about supporting staff and offering the best service to our members.

You need to be...

Someone with **proven experience of managing IT systems**, delivering the **best service to staff** while making sure we **remain secure**.

Because you will need to...

- Manage the complex IT systems for our small organisation
- Provide an excellent level of first line technical support to all staff and members
- Have a thorough knowledge of Windows 10, Office applications and Office 365 administration
- Be responsible for all levels of IT security and data protection

Our **database** and **digital systems expert**.

Because you will need to...

- Support staff with their use of the database and membership systems
- Develop the database functionality in conjunction with our external developers
- Be pro-active in identifying inaccurate data and implement appropriate solutions
- Work with staff to encourage the use of data within their associations and assist with the creation of reports

Able to **support our associations** in developing their digital presence with the aim of **providing a good membership service**.

Because you will need to...

- Pro-actively work with our associations to improve their websites, offering advice and guidance
- Help our associations with adding new sections, pages and functionality to their websites
- Work closely with our external developers to resolve any issues and introduce new functionality
- Have previous experience of administering CMS driven websites
- Understand best practice of web design and what makes a good user experience
- Be prepared to learn new technologies and support associations in a variety of different ways, such as e-learning, webinars and email marketing.

A great **team player** who is happy working in a **small team** and willing to share ideas.

Because you will need to...

- Demonstrate your excellent project management skills as you will have several projects running at the same time
- Sometimes work outside normal office hours when attending conferences/events
- Work independently, organising and planning your own workload, yet knowing when to seek advice
- Commit to observing the organisation's Equal Opportunities Policy
- Undertake any other duties as directed by the Managing Director, and support colleagues across the PHES organisations as required

You might also...

- Have knowledge of the following products; Microsoft Intune, SSRS, SQL, Umbraco, Moodle, Articulate Storyline 360
- Be educated to degree level or equivalent

We will offer…

- A part- or full-time post based at our offices in Loughborough.
- A competitive annual salary between **£25,000 - £33,199 pro rata** dependent on qualifications and experience. We benchmark our salaries to the University of Sheffield grading structure.
- A defined contribution pension scheme with **7.5% employee and 16% employer** contribution rates, together with life insurance.
- **30 days' holiday** pro rata, plus bank holidays and discretionary days' office closure.
- Support for **CPD** and appropriate training.
- This Job Description sets out current duties of the post that may vary from time to time without changing the general character of the post or the level of responsibility entailed.