

IT Manager

Job description

Salary Range:	£51,914 - £59,328
Band:	3
Job type:	Full time or part time (30 - 37.5 hours)
Contract period:	Permanent
Reporting to:	Chief Financial Officer
Unit, Service line:	Platform services, IT
Location:	Oxford/hybrid (Picker operate a flexible hybrid office/remote working policy however this role will be required to attend the office on a regular basis depending on work activities)

Picker Institute Europe

Picker is an Oxford-based charity with an international reputation as a key authority in understanding, measuring, and improving peoples' experiences of care. Our mission is to make person-centred health and social care a reality for everyone.

People interact with health and social care services in different capacities - as patients or service users; as family members or friends of people receiving care; as citizens; and as staff. We are interested in people's experiences in each of these roles, and our work recognises the connections between them. Our goal is to influence, inspire, and empower people and organisations to deliver person centred care - and we do this through in a number of ways, including by:

- Working with professionals, providers, and policy makers to encourage them to embrace and adopt the principles of person centred care;
- Conducting original research to understand people's experiences of care;
- Designing and running surveys to measure people's experiences and to provide actionable insights;
- Providing training, tools, and support to equip organisations to improve services and deliver more person centred care; and
- Identifying and celebrating good practice, and supporting organisations and professionals to learn from these

Platform services

Platform services is responsible for organisational development and provides corporate support to Picker. This includes liaising with the Board of Trustees and overseeing governance and strategic

development. On a day-to-day basis, platform services support other teams with finance, HR, and IT related matters.

Purpose of the role

As IT Manager, you will play a key role in shaping and supporting the development of our IT roadmap. This includes evaluating software and hardware options ahead of planned upgrades and deployments, risk assessing the impact of changes, and ensuring our IT infrastructure remains secure, efficient, and fit for purpose. You will also contribute to a regular review process to maintain the effectiveness and security of our IT estate.

You will lead the implementation and maintenance of IT services, including the creation of clear, user-friendly documentation (such as quick start guides) and coordinating the delivery of training to ensure colleagues are well-supported and confident in using our systems. You will help the organisation maintain compliance with key standards such as ISO 27001 (Information Security), ISO 27701 (Privacy Information Management), Cyber Essentials/Cyber Essentials Plus and the NHS Data Security and Protection Toolkit. As a member of the Quality Assurance Forum, you will contribute to the development and improvement of IT-related processes and procedures.

In your day-to-day role, you will act as the in-house IT lead to coordinate support to colleagues working with IT partners and also providing general IT advice. You will also manage the operational relationship with our key external IT partner and Managed Service Provider (MSP), Aztech IT, who supports the delivery of our IT roadmap and handles more complex technical or project based issues.

Duties and responsibilities

- IT Strategy and Roadmap: Lead the development and delivery of the organisation's IT roadmap, ensuring infrastructure supports current and future requirements.
- Budget and Resource Management: Set, manage, and forecast the IT budget, ensuring cost-effective solutions and value for money.
- Vendor and MSP Management: Manage relationships with external IT partners (eg, Aztech IT) for strategic projects and complex technical support.
- Systems and Network Oversight: Oversee IT systems and network infrastructure, including backups, web applications, secure portals, and proprietary software, ensuring performance and reliability.
- Cybersecurity and Compliance: Maintain compliance with ISO 27001, ISO 27701, Cyber Essentials/Cyber Essentials Plus, and NHS Data Security and Protection Toolkit.
 - Support Information Governance Manager
 - Manage Cyber Essentials renewals and audits
 - Monitor IT inventory and security metrics (eg, Microsoft Secure Score)
- Operational Support: Provide day-to-day IT support and troubleshooting for all user groups. Ensure timely onboarding/offboarding and maintain IT equipment lifecycle.
- Project and Change Management: Plan and deliver IT projects, upgrades, and improvements to keep technology current and aligned with organisational goals.
- Governance and Collaboration: Contribute to organisational governance (eg, Quality Assurance Forum) and work closely with teams to align IT resources with business needs.

- Security and Risk Management: Implement robust security protocols, including firewalls, encryption, access control, and vulnerability management.

Operational and Support Responsibilities

These tasks may be carried out directly or in collaboration with IT partners:

- Manage the procurement, allocation, and lifecycle of IT hardware (eg, servers, laptops, monitors, peripherals, mobile devices, printers).
- Oversee the setup and allocation of virtual IT resources (eg, virtual servers, domains, licences).
- Ensure timely and effective IT onboarding and offboarding for all staff, including equipment setup and account provisioning.
- Maintain and support IT equipment and backups, including repairs, replacements, and upgrades.
- Monitor and maintain stock levels of IT consumables and accessories, ensuring cost-effective purchasing.
- Install, configure, and update software applications as required (patch management).
- Ensure high standards of safety and security in the use and management of IT equipment.
- Oversee IT infrastructure and network systems to ensure security, reliability, and performance, including vulnerability management and troubleshooting.
- Implement and maintain robust data security measures (eg, backup checks, penetration testing, vulnerability scanning, phishing tests).
- Lead IT projects from conception to completion, ensuring timely delivery and adherence to specifications.
- Liaise with external vendors and MSPs to procure and manage IT services and products.

General Duties

- Contributing to the work of Picker as a whole by:
 - Fully engaging and participating in the achievement of Picker's aims and objectives.
 - Advocating new approaches, processes and methods to enhance Picker's performance.
 - Promoting the sharing of knowledge and communications across teams within Picker, working closely with other teams to deliver projects and to promote the work of platform services.
- Other reasonable duties commensurate with the grade, as requested by line manager.

This job description is not exhaustive and may change as the post or the needs of the business develop. Such changes will be subject to consultation between the post holder and their manager and, if necessary, further job evaluation

Person Specification

Experience, knowledge and understanding	
Proven experience as an IT Manager or similar role	E
Technical expertise in network administration and data governance	E
Ability to manage multiple projects and priorities effectively	E
Experience of providing good customer service	E
Proficiency in budgeting and strategic planning	E
Experience of installing and configuring software applications	E
Experience in setting up and installing hardware	E
High level of IT proficiency including Microsoft Office and Teams, including being able to guide others in their use	D
Experience of working with ISO 27001 and ISO 27701	D
Experience of working with Cyber Essentials and Cyber Essentials Plus	D
Understanding of the principles of data security and confidentiality	D
Skills and abilities	
Excellent leadership and team management skills	E
A collegiate working style – able to work effectively with staff at all levels across the organisation and external suppliers and contacts	E
Able to work with a high level of autonomy and the associated attached responsibility to research, trouble shoot and resolve problems	E
Excellent communication and writing skills, including being able to communicate technical details to a non-technical audience	E
Great time management skills including prioritisation to work effectively to meet deadlines on multiple projects	E
Excellent attention to detail, accuracy, including being able to maintain accurate records of IT related equipment and progress on tasks	E
Willing and able to travel within the UK	D
Qualifications	
Bachelor's degree in Computer Science, Information Technology, or a related field or equivalent experience	E
Committed to ongoing professional development to stay current with evolving technologies and best practices (study support available).	E

E = essential D = desirable

This job description is not contractual and is liable to change over time.

Picker is committed to equality, diversity, and inclusion in all that we do. We welcome applicants from diverse communities and backgrounds, and we are a Disability Confident committed employer.

All roles at Picker require a criminal record check. Picker will not automatically refuse to employ someone with a previous criminal conviction.

For further details, please contact the HR team by email; hr@pickereurope.ac.uk