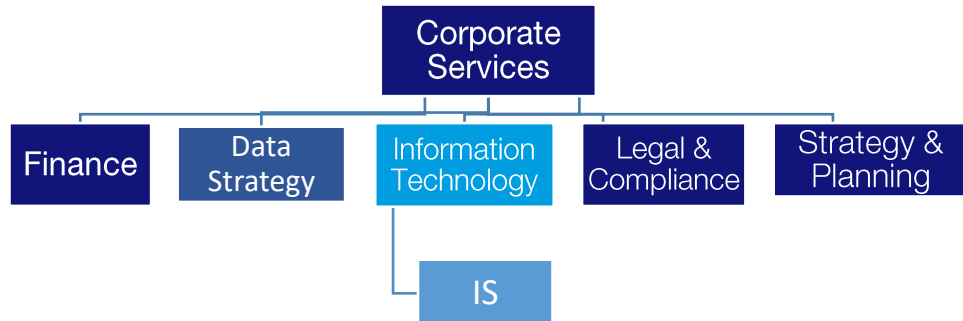


<p>Job Title Information Systems and Engagement Manager</p>	<p>Directorate and team This role sits in the Information Technology Team in the Corporate Services Directorate.</p>
<p>Key focus of the role Manage our Information Systems Portfolio to make best use of a skilled development team and manage the IS support team to provide timely delivery and support of a wide range of solutions and projects.</p> <p>Reviewing how things are done and implementing ways of working to ensure a customer centric approach whilst managing a programme of improvements within the IS department to better support systems used for our fundraising, membership, beneficiaries, volunteer, and supporter activities.</p> <p>Manage Business relationships to support department and portfolio management, Influencing and supporting DUK's internal organisation as well as relevant external stakeholders.</p>	 <pre> graph TD CS[Corporate Services] --> Finance[Finance] CS --> DS[Data Strategy] CS --> IT[Information Technology] CS --> LCC[Legal & Compliance] CS --> SP[Strategy & Planning] IT --> IS[IS] </pre>
<p>Key deliverables</p> <ul style="list-style-type: none"> Oversee technical delivery of all IS related projects, ensure timely delivery of agreed project outputs, ensuring a high quality of work is maintained to achieve the intended benefits. Use appropriate portfolio management tools to optimise resource utilisation and provide a customer centric approach to the Portfolio Management. Embed effective delivery frameworks, including both waterfall and agile based methodologies. Lead the application support team, to provide high quality issue and problem resolution, manage change and risk mitigation, oversee SLAs to better support our customers. 	

Contractual information

- Contract type: Permanent
- Hours: 35
- Pay range: London and SE office - £51, 079- £54,000 per annum
Regional or home based: £47,961-£50, 704.
- Band: 4

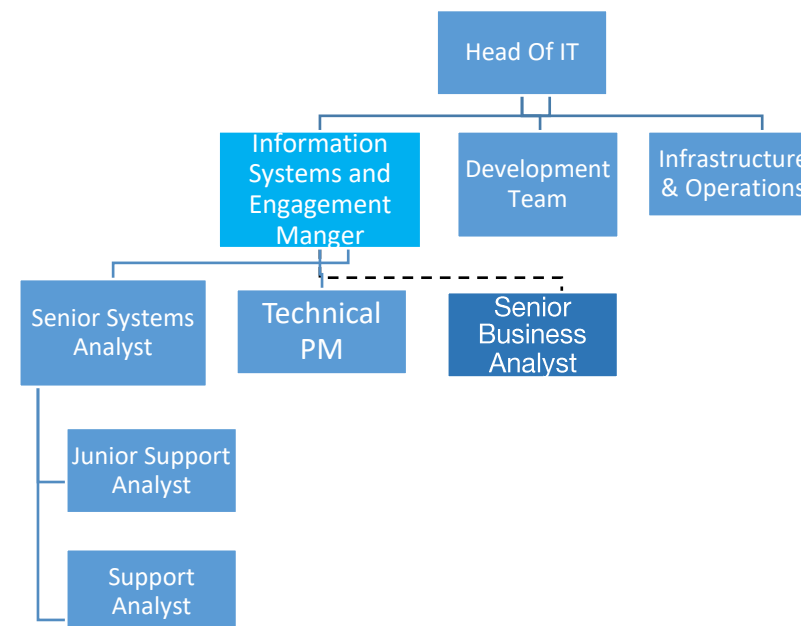
Key working relationships internal

Diverse range of key relationships across the organisation including Senior Leadership team, Programme Boards, Engagement and Fundraising and the Digital Team.

Key working relationships external

Third party vendors, Managed service providers, Fulfilment agencies, Marketing agencies, Data Professionals in the charity sector and beyond, Technical, Project and Business analyst support.

Job and reporting Line



All jobs at Diabetes UK are based on a 10-factor competency framework called the **What-How Framework**. We've listed the key activities you'll undertake and the skills, knowledge and behaviours you need to be successful in this role. We've summarised these using four key competency areas in each section, however once appointed, you are expected to meet the requirements of all 10 factors. We'll explain this to you during your induction period. All elements listed below are essential requirements unless shown as (desirable).

Key activities – What you need to do.

Improving Delivery	Making Change happen	Managing resources	Collaborating and communicating with Stakeholders
<ol style="list-style-type: none"> 1. Lead the delivery of the DUK IS technical portfolio ensuring high quality delivery of projects and changes on time and within budget to provide successful outcomes and benefit realisation. 2. Lead improvements to service delivery of the applications support team, improve quality of resolution, and provide the most value to our stakeholders. 	<ol style="list-style-type: none"> 3. You are an experienced Agile practitioner able to review, and plan for delivery of changes to assist with portfolio management including efficient handover of the programmes and projects into the business to ensure benefits realisation and BAU Operational support is effective. 4. Oversee the implementation of new agile working practises effectively within the IS and Development team. 5. Assist to plan and introduce a programme of new ways of working for IS department to provide quality resolution of tickets and optimise resource utilisation of skilled technicians. 	<ol style="list-style-type: none"> 6. Manage resource allocation and capacity of the IS team, and third parties, including project manager Developers, Contractors and Business Analysts and service desk team. 7. Staff management of Senior data Analyst, Technical Project Manager, and Contractor's and matrix manage work allocation of the Senior Business analyst 8. Improve current BAU backlog working practises for tracking prioritising and managing problem resolution to eliminate wastage and ensure first time resolution. 	<ol style="list-style-type: none"> 9. Influence and support DUK's internal organisation including Better Data lead, Business Support and Operational leads, as well as relevant external stakeholders who will benefit from the outputs of the IS portfolio and programmes of work. 10. Chair review meetings for programmes and projects within the portfolio and programmes working with the Head of the Co-ordinating Delivery Group to ensure relevant and accurate on-time periodic reporting.

Skills, knowledge and behaviours – How you need to do it

Improving Delivery	Making Change happen	Managing resources	Collaborating with Colleagues
<ul style="list-style-type: none"> Apply portfolio management best practises, frameworks to ensure successful outcomes. Translate business requirements and business case production into practical implementation. Implementation of a new IS service support model to improve operational consistency and embedding a process of embed a process of continual improvement to enhances capabilities and improves service quality over time. Budget management including translation of total cost of ownership into Business cases including soft benefits. 	<ul style="list-style-type: none"> Manage and mentor staff on hybrid delivery of projects including SCRUM and use of DevOps Delivery and maintenance of a portfolio plan and roadmap for development, showing key milestones, phase reviews and dependencies. Develop and document Standard operating procedures, change management and transitioning to service processes, including knowledge management. 	<ul style="list-style-type: none"> Staff management including workload, performance, supporting appraisals, development, and recruitment. Ensure the team are on-board and that they are sufficiently upskilled, through mentoring, guidance, and training to build on their effectiveness and ability to support new technologies. Experience of managing technical staff and contractors for delivering projects. Align appropriate skills and competencies to ensure effective delivery on time and to budget, balancing the workload of resources, so that no resource is overloaded. 	<ul style="list-style-type: none"> Experience of developing relationships and managing at a range of levels in an organisation. Conducting portfolio meetings and attend project meetings where required. Develop and deliver effective reporting of all projects to enable stakeholders, sponsors, and management to make appropriate decisions. Assist with Designing, developing, and critiquing proposed project plans based on sound judgement and analysis.

Qualifications – Qualifications you need to carry out this role

- MSP and or PPM certification or equivalent experience in using Programme and Portfolio management frameworks.
- Preferred Professional Qualifications in project management or equivalent experience.
- Experience of using ITIL for service desk processes, reporting and improvements.
- Outstanding communication and inter-personal skills with the ability to clearly communicate with senior management and the board.
- High-level of IT literacy