



PsychosynthesisTrust

Job Description

Job Title: IT Systems Manager

Location: Psychosynthesis Trust, London Bridge

Contract: Approx 2 days a week, permanent

Salary: Pro-rata £35,000 - £36,000 FTE per annum

Holiday: Pro-rata 25 days + 3 days for Christmas closure

Hours: 14 hours a week flexible over minimum of 3 days, during core office hours (9-6pm)

Accountable to: Director of Operations & Finance

Overview

The Psychosynthesis Trust is currently going through an exciting period of growth so we are looking for someone who is interested in playing a key role in designing new IT systems and processes for the organisation. This is an opportunity for someone to co-design the environment that they will then maintain and support. We are looking for someone who might have other clients, part-time work or a portfolio career, there is scope for this role to grow in the future but we welcome individuals who are looking for a long term part time role.

The current IT services are provided by a shared virtual service. Given our organisational growth as well as our interest in being strategic about maximising information technology for social impact, we now want to bring our IT strategy development, service and support in house. Thus the creation of this new part time role.

The IT Manager's main role is to support the set strategic set up, development and ongoing development and support for the Trust's IT, technical infrastructure and data and knowledge management needs. This role will support our team of 10 people who work with our training delivery team of 30 people. This role will be essential in indirectly supporting the effective and efficient running and development of our training, counseling services, room rental and events programmes. We own

our facilities at Tooley Street so a big part of this role will also be to ensure the smooth running of our physical infrastructure.

The right candidate will be someone who will be IT and tech savvy and has an ability to think big picture as well as a desire to support the day to day servicing of our IT needs and technical infrastructure. We need someone who can hit the ground running to help us implement our own IT systems and support services including migrating our data in an organised and secure way. The right candidate will have an interest in staying on the cutting edge of technology developments and how to use tech for good and scaling social impact. We are looking for someone with rigour and significant technical experience and who also loves working with people and is excited about what we do at the Trust.

We value diversity and the intersectionality of people and their backgrounds. This is important to us as we seek to integrate ourselves, our communities and society. We also believe in the importance of bringing together different perspectives that help us see more of reality and what is needed for our work. So, we are particularly keen to receive applications from Black, Asian and minority ethnic, people with disabilities, people who identify with being LGBTQIA, people who have a mental health condition or people who identify with being marginalised (or have been in the past).

This is an exciting role for someone who wants to be part of a growing organisation on the pioneering edge of psychological and spiritual development. We are a small team so there is great opportunity for personal and professional development and to feel like you are making a real difference.

Purpose of role:

The purpose of this role is to support the set strategic set up, development and ongoing development and support for the Trust's IT, technical infrastructure and data and knowledge management needs.

Key responsibilities:

- To assist with the new systems implementation and migration
- To be the main point of contact for all software, hardware and network issues
- To build 'soft' technical skills in the team and encourage ongoing learning for better IT literacy
- To be responsible for all things data, including security, improvements and processes
- To oversee hosted telephony system
- To manage IT infrastructure suppliers
- To support all software and hardware implementation, development and updates
- To hold data protection officer duties
- To support the Communications Manager e.g. in the maintenance of our WordPress website
- To support the growth of the organisation through effective systems

Values and Behaviours

Our values and behaviours are important to us – and as such we are looking for people who align and resonate with our values. This includes:

Wholeness: It is important for us to take time to see the bigger picture and the unity in multiplicity. We are interested in using different ways of knowing – the head, the heart and the hands. We are motivated by serving the whole.

Love: We are looking for people who appreciate the strengths and potential in themselves and in others and supporting others in reaching their fullest potential.

Enquiry: We value an environment where we are learning as we go through our actions and taking time to reflect on what works, what doesn't and what we need to do to evolve and adapt.

Will: We want to be intentional in our actions which are underpinned by strength, goodness and skill

Responsibility: It is important that we all take ownership to 'know, master and transform ourselves' and our relationships so that we can be of service to ourselves and others

Competency and Behaviours	Technical/Professional Expertise
<p>Essential: Ability to work at both levels of strategy and implementation</p> <p>Ability to think creatively and resourcefully about solutions</p> <p>Good critical thinking skills and problem solving skills</p> <p>Willing to adapt to and work with change and juggle multiple tasks</p> <p>Strong written and verbal communication</p> <p>Strong interpersonal communication and relational capacity</p> <p>Patience to explain things, and an interest in building knowledge and know-how for core and freelance team</p>	<p>Essential: Experience in leading and implementing organisational IT change processes and migration of data</p> <p>Experience of building team capacity and adoption of IT tools and processes and building tech savvy mindsets and culture</p> <p>Ticketing and customer support systems</p> <p>Network administration experience</p> <p>Experiencing in leveraging customer relationship management tools</p> <p>Database management experience</p> <p>Knowledge and experience of maintaining data protection and security measuring</p>

<p>Accuracy, efficiency and high attention to detail</p> <p>Ability to work within and maintain well-defined professional boundaries</p> <p>Curiosity and willingness to learn and expand knowledge, interested in personal growth</p> <p>Alignment with the principles and values of psychosynthesis and the Trust's work and an interest in expanding human consciousness</p>	<p>Experience of both Mac & PC; Wordpress desirable</p> <p>On the cutting edge of technology development for leveraging social impact</p> <p>Experience working in an environment that handles confidential and sensitive information</p> <p>Desire to have a portfolio career and has a flexible working set up whereby can offer immediate support as required</p> <p>Experience of serving the physical IT infrastructure needs of a building</p> <p>Desirable: Degree in Computer Science or a professional accreditation, project management qualification</p> <p>Experience in working for a small social enterprise or charity</p> <p>GDPR experience and knowledge</p>
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How to apply:

Please explain ideally in no more than 3 pages why you'd like to work for The Trust, what vision you have for how IT can help the Trust enable social change and what contribution you'd like to make via this role.

We are also interested in hearing about your life story and how this aligns to your purpose, strengths and interests. Please send this in a cover letter, along with your CV to Anna Jagric at recruitment@ptrust.org.uk

**Applications to be received by Wednesday 5pm, November 28th
Interviews will be held over December 3-4th 2018**