

**Job Description**

**Job Title:** **Head of Central Support Services**

**Reports to: Chief Executive Officer**

**Based at:** **Stody, Norfolk**

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| **Job Purpose** | In order for WWTW to achieve its objectives, both from a fundraising and an operational perspective, the central support services are critical enablers, being at the heart of all its business activities. The Head of Central Support Services key responsibility and skill set must be IM&T, combining a good understanding of the business imperatives with sufficient technical competence to be able to oversee the development and use of a combination of Information Technology, Information Systems and Information Management in the charity. The Head of Central Support Services will ensure that the IT and information services add maximum value, and that all systems necessary to support the Charity’s operations and objectives are in place. The role will also be responsible for the HR function in the charity, working with the F/T HR manager, as well as overseeing governance process for the CEO and the implementation and development of policies and procedures. These are areas of expertise that the Head of Central Support Services will be able to develop in post.The Head of Central Support Services will be directly responsible for the IM&T team of two F/T members of staff (Salesforce Manager & IM&T Assistant) and a F/T HR Manager. The Head of Central Support Services will be part of the Senior Management Team (CEO, Director of Operations, Director of Fundraising and Marketing, Deputy Director of Operations, Head of Finance), and will advise on the technical direction of the organisation and all aspects of strategic information policies, planning and implementation as well as HR, governance and policies. |

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|  | **Primary Responsibilities** * The Head of Central Support Services will be part of the charity’s Senior Management Team (SMT), providing strategic and operational input for all central support functions.
* Principally responsible for overall development of the IM&T strategies and implementation. The Head of Central Support Services is responsible for IM&T strategic, operational and technical governance. Risks and benefits will be accessed and communicated to SMT.
* Ensure all staff are fully engaged and committed to developing the charity’s use of IM&T resources.
* The Head of Central Support Services will chair the internal Data Working Group made up of representatives from all departments to ensure appropriate data is collected across the whole organisation.
* The Head of Central Support Services will develop and oversee the implementation of internal IM&T training to ensure appropriate skills and knowledge is achieved across all areas of the charity.
* For the IM&T team, the Head of Central Support Services will establish objectives and deliverables and incorporate them into individual in-year objectives.
* The Head of Central Support Services will produce robust governance framework, in order to deliver appropriate policies, standards change management, quality assurance and IM&T guidelines across WWTW.
* The Head of Central Support Services will develop and manage the strategic development of HR within WWTW, with the assistance of the HR Manager and external third party specialist advice. Advise CEO on all aspects of HR.
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| **Other Responsibilities** | * Oversee the development and use of the technological infrastructure (network, computer systems and applications) in the Charity to ensure optimal performance and cost effectiveness. Leverage new and emerging technology to improve the Charity’s operational efficiency and durability.
* Direct and oversee the delivery and governance of key IM&T and Information projects, building a collaborative development team to deliver for current and emerging future business needs.
* In conjunction with SMT members with functional areas of responsibility, establish annual IM&T deliverables and objectives and define performance metrics; establish and manage annual IM&T budget and provide effective on-going scrutiny.
* Ensure that the Charity’s IM&T operations and assets are legal, secure and compliant with relevant legislation, industry best practice standards and internal governance procedures.
* Review and optimise the use of in-house and outsourced resources.
* Ensure WWTW data is accessible from all electronic systems in a timely manner.
* Review hardware and software acquisition and MSP/vendor contracts. Ensure continuous delivery of IT services through oversight of service level agreements and monitoring of systems performance.
* Oversee the disaster recovery and business continuity plan.
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| **Key Skills, Qualifications and Experience** | **Essential** * Significant experience of successfully managing and leading business transformation programmes to implement business enabled technical change
* At least 4 years’ experience of managing multi-disciplinary teams, stakeholders and third party contractors
* Evidence of qualifications and/or and experience to be sufficiently technically competent with a good grounding in business fundamentals; ability to act as a business change leader with a strong strategic and business mind set. Excellent organisational and leadership skills; very good communication and interpersonal abilities; able to manage stakeholder expectations.
* Experience with systems design and development from business requirements analysis through to day-to-day management; ability to apply technological solutions to solve business problems. Be collaborative, flexible, and deliver on undertakings.
* Proficient user of Microsoft Office suite of products
* Strong working knowledge of Salesforce

**Desirable** * Previous experience of working in the UK Armed Forces or working in a military charity
* HR and governance experience
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This job description outlines the main functions and responsibilities of the post. The post holder may be required to undertake additional duties as required, commensurate with the level of the role.

**Disclosure and Barring Service (DBS) Checks**: This post, due to its nature, duties and responsibilities, will be subject to a check by the DBS. Information about this disclosure can be found at [www.gov.uk](http://www.gov.uk).

To prevent abuse and implement good practice Walking With The Wounded ensures that recruitment practices are robust and rigorous and that all staff employed to the Head Start team have up to date and acceptable references, a full and complete employment history, a DBS check and a check of the DBS barred lists.