

TYNE HOUSING ASSOCIATION

JOB DESCRIPTION

HEAD OF ICT

An exciting opportunity to join our team at Tyne Housing and our charitable subsidiary Ouseburn Farm.

Our aim is to make a difference to people's lives and support them to be the best they can be. If you think you can help us make a difference then we'd like to hear from you.

This role is new to Tyne, and comes as a result of our Corporate Plan identifying that we wish to make a significant investment in our infrastructure. In particular, we wish to improve our ICT capability so that our services run efficiently and we can demonstrate the positive impact of our work in the community and on the lives of vulnerable people.

You will be experienced in meeting ICT needs across a business, such as accounts, housing management, personnel, outcomes and impact reporting. You will need to take time to listen to your inspirational colleagues, develop a strategy for procurement of the systems that will help them to deliver the best possible services and demonstrate the ability to manage a complex project.

You will be part of the Corporate Management Team and report directly to the CEO, and will work at all levels of the organisation as we need to keep current systems working while scoping our needs for the future.

JOB PURPOSE

- Scope, specify and tender for ICT solutions to ensure technology meets all areas of business needs. The post holder will need to understand business operations, identify appropriate solutions and prepare a detailed specification to be taken to the market to procure suitable ICT system(s)
- Project manage to ensure successful implementation of new IT systems(s); supporting and training staff, ensuring the roll out is resourced and that the supplier meets all metrics and milestones.
- Make a post implementation assessment, evaluating whether we have met our objectives and take rectifying actions where necessary.
- Ensure the day-to-day provision of a comprehensive ICT service to the Group's Staff, Management and Residents, encompassing the tasks identified below

- ❖ Supervising the use of ICT hardware, software, telephones and fixed lines.
- ❖ Managing the purchase of all ICT equipment and software including installation, distribution and organising training for the end user.
- ❖ Managing and maintaining the group's applications, ensuring that the data held is accurate and complies with all aspects of the GDPR.
- ❖ Understand the configuration, usage, and data output of these applications and be able to troubleshoot any associated problems.
- ❖ Write and develop departmental queries and management reports.
- ❖ Design, develop and implement workflow processes within existing systems and make suggestions for new, streamlined or improved ways of working.
- ❖ Set standards of practice for the use of software.
- ❖ Provide front-line support for all technical incidents and service requests, ensuring that these requests are prioritised and responded to accordingly.
- ❖ To ensure the Group's ICT network infrastructure is operating effectively at all times and that all firewalls, backups and antivirus are updated regularly to safeguard the security of the Group's systems.
- ❖ Develop and circulate training material and deliver training to staff.
- ❖ Administer the group's G Suite email and document storage solution, and any successor systems.
- ❖ Provide technical support for the maintenance of the Group's webpage and use of social media.
- ❖ Maintain an inventory of all ICT equipment and software including any additions, disposals and the safe disposal of all data held on obsolete hardware.
- ❖ To carry out, or arrange for, repairs to ICT equipment as appropriate.
- ❖ Other duties consistent with the post as reasonably directed by the Chief Executive.

TERMS AND CONDITIONS

Annual remuneration £42,755 - £45,395

Hours of work 37.5 hrs

Annual Leave 30 days

Notice Period Three months

Staff are employed subject to the successful completion of a six-month probationary period

Other terms and conditions will be as stated in the Terms and Conditions document

Supervision and direction will be provided by the Chief Executive.

Tyne Housing Association Ltd is a registered society under the Co-operative and Community Benefit Societies Act 2014 (registered number 21011R) and is a charitable Housing Association