Role Description

IT & Operations Manager – People and Operations Team

Line manager: Head of People and Operations
Direct reports: IT & Operations Officer, Facilities & Operations Assistant
External liaison: Fractional DPO, contractors and managed service providers

Role description statement

This document sets out the main purpose and key tasks of the role, the management reporting lines and the competency requirements for the role. The role description sets out PACT's expectations for the role and the post-holder. Regular discussions to support you in your role will take place together with your manager during your induction period, and after your probation period in your ongoing support and supervision meetings.

The Role

The IT & Operations Manager is responsible for leading the delivery of PACT's technology, operational support, facilities and information governance functions, ensuring the organisation has secure, effective and resilient systems, services and environments that support the delivery of its strategic objectives.

The postholder provides leadership and oversight of technology services, facilities management, data protection, cyber security, health and safety and business continuity activities. Working through internal colleagues and external specialist providers, the role ensures that operational risks are effectively managed, legal and regulatory obligations are met and organisational resources are utilised effectively.

The postholder leads the development and implementation of technology and operational improvement initiatives, supports the delivery of PACT's digital ambitions and promotes innovation, continuous improvement and effective use of organisational resources. The role acts as a key business partner to senior managers and managers across PACT, helping teams identify opportunities to improve efficiency, enable collaboration and maximise the value of existing and emerging technologies.

Key tasks

Technology Services & Digital Development
• Lead the operational delivery and continuous improvement of PACT's technology services and infrastructure in line with PACT's strategic goals.
• Support the development and implementation of PACT's technology roadmap and wider digital ambitions.
• Work with leaders and managers across PACT to understand service needs and identify opportunities to improve efficiency, collaboration and service delivery through technology.
• Ensure investments in technology deliver measurable benefits and improved outcomes for colleagues and services.

• Promote innovation and the adoption of new technologies, including opportunities presented through automation and artificial intelligence.
• Oversee the administration of core technology platforms, including user access, identity management, licensing, security controls and system configuration.
• Maintain oversight of technology assets, software licensing and system performance.
Supplier & Contract Management
• Lead the management of PACT's Managed Service Provider and other technology, facilities and operational suppliers.
• Monitor service performance and provide management information, identifying trends, risks and opportunities for continuous improvement.
• Lead procurement and contract review activities within delegated responsibilities.
• Develop productive relationships with external suppliers and partners to ensure effective, high quality service delivery.
Data Protection & Information Governance
• Lead and coordinate the organisation's data protection and information governance arrangements, acting as the primary internal contact and working closely with the Fractional Data Protection Officer.
• Maintain oversight of PACT's data protection framework, ensuring compliance obligations are effectively coordinated and monitored.
• Provide oversight of data breaches, information rights requests, DPIAs and compliance activity, ensuring appropriate escalation and reporting.
• Ensure data protection risks are identified and reported appropriately.
• Promote a culture of good information governance across the organisation.
• Oversee cyber security arrangements, information security controls and technology-related risks, working with external providers and internal stakeholders to maintain effective safeguards.
Facilities, Health & Safety & Business Continuity
• Provide management oversight of facilities, health and safety and business continuity arrangements across PACT.
• Ensure effective delivery of facilities services across all sites.
• Oversee implementation of planned maintenance programmes, statutory inspections and compliance requirements.
• Work closely with PACT's external Health & Safety advisers to ensure recommendations, audits and action plans are implemented effectively.
• Monitor organisational health and safety performance, identifying risks and ensuring appropriate action is taken.
• Ensure appropriate business continuity and operational resilience arrangements are maintained and tested.
• Support strategic planning relating to PACT's estate and working environments.
• Support PACT's environmental sustainability objectives by identifying proportionate and cost-effective practical opportunities to improve the environmental performance of buildings, facilities, technology and operational practices.
Operational Risk, Governance & Compliance
• Manage operational, technology, information governance and facilities-related risks, ensuring appropriate mitigation, compliance and resolution activities are implemented.
• Ensure policies, procedures and compliance frameworks remain current and effective.
• Support internal and external audits, accreditations and compliance reviews.
• Escalate significant risks and issues appropriately.

• Produce reports and management information to support decision making and assurance.
Leadership & Management
• To provide positive leadership for direct reports, taking overall responsibility for their management, development, performance and delivery. This includes responsibility for recruitment, induction, learning and development, objective setting, coaching and performance management.
Budget & Financial Management
• Manage technology and operational budgets within agreed parameters, ensuring expenditure is monitored effectively and resources are used efficiently, including identifying risks, pressures, savings opportunities and potential efficiencies.
• Support budget planning and forecasting activities, providing information and recommendations to support financial decision making.
• Ensure procurement activities represent value for money and align with organisational policies and procedures.
Other Responsibilities
• Undertake any other duties commensurate with the level of the post as reasonably requested by the Head of People & Operations or other PACT SLT.
• Work collaboratively with colleagues across the IT & Operations team, providing support and cover as required to ensure the effective delivery of technology, facilities, health and safety, business continuity and operational services across PACT.
• To safeguard and protect vulnerable adults and children in accordance with PACT's policies and procedures at all times.
• To take responsibility for and be committed to personal and professional development and keep up to date with law, regulation, guidance, standards, Government policy and research relating to all aspects of the work.
• To demonstrate a commitment to promoting equality and diversity in the workplace.

Person specification

Essential competencies	
O	Experience administering and supporting a Microsoft 365 environment, including user accounts, licensing, security settings and system configuration.
O	Experience of managing technology, operational or business support services.
O	Experience of leading, developing and managing people and teams.
O	Experience of managing third party suppliers, contracts and service delivery arrangements.
O	Experience of managing expenditure within agreed budgets and identifying opportunities for value for money and efficiencies.
O	Strong understanding of how technology can support organisational effectiveness, collaboration and service delivery and experience of leading operational or process improvement initiatives and embedding sustainable change.
O	Understanding of information governance, data protection and cyber security principles.
O	Excellent communication, influencing and relationship building skills, with the ability to work effectively with colleagues, suppliers and stakeholders at all levels.
O	Strong organisational, analytical and problem solving skills, with the ability to manage competing priorities.
O	Commitment to continuous improvement, innovation and excellent customer service, together with an enthusiasm for the aims and values of PACT.

Desirable requirements – Skills, experience or qualifications that would be advantageous to have in the role but are not essential	
O	Experience of working with Managed Service Providers and outsourced specialist services.
O	Experience of facilities management, health and safety compliance, business continuity or operational risk management.
O	Awareness of emerging technologies, including artificial intelligence, and their potential application within workplace environments.

Additional information

All opportunities are based in the UK, and you must be eligible to live and work in the UK.

This is a part time post working 22.2 hours per week (the equivalent of 3 days per week), weekdays.

Working pattern to be agreed within the core service hours of 8.30am-5pm Monday to Thursday and 8.30am-4pm Friday.

This role is contractually based in our Reading office. PACT supports informal hybrid and flexible working arrangements where appropriate, taking into account the requirements of the role and the needs of the organisation.

Safeguarding commitment

Safeguarding is at the heart of everything we do at PACT. We have robust measures and best practices in place to safeguard and protect the welfare of children, young people and vulnerable adults, and we take pride in maintaining outstanding safeguarding standards.

We expect all employees, both current and prospective, to uphold and share this commitment, and we value everyone's engagement and co-operation with our safeguarding processes to ensure that these are completed without delay.

Anyone joining our team is subject to PACT's safer recruitment pre-appointment enquiries. These enquiries include providing documentation to evidence the right to work in the UK, a Disclosure Barring Service (DBS) check, overseas police check (if applicable), references covering at least 5 years, a complete previous education and employment history timeline and the completion of mandatory safeguarding training.

The DBS check level required for this post is Standard.

Diversity commitment

PACT is a supportive and respectful place where people are passionate about making a positive difference to the lives of women, children, and families from many different backgrounds. We continuously look to progress the ways in which we create families and bring people together and encourage applications from people across all communities. We are committed to ensuring that our people and our services reflect the diversity of the

communities we serve, and applications from people from under-represented groups are particularly welcomed.

Learning and development commitment

PACT is committed to helping people to achieve their potential and flourish and, in doing so, enabling them to make a positive difference to the lives of the people we support. We recognise the importance of having the necessary knowledge, skills and qualities within PACT to enable us to meet our current and future business needs. Development needs might be at an individual, team or organisational level. All employees have equal access to learning and development opportunities, reflective of our commitment to equality, diversity and inclusion.