**IT Support Manager Role Description**

**Statement of Commitment to Safeguarding and Safer Recruitment**

At the Diocese of Carlisle, we are dedicated to providing a safe, nurturing, and inclusive environment for all members of our community, especially children, young people, and vulnerable adults. Our commitment to safeguarding and safer recruitment reflects our core values and mission to uphold the highest standards of care and protection.

**Safeguarding Commitment**

We recognise our responsibility to protect and promote the welfare of everyone in our care. To this end, we pledge to:

* **Create a Safe Environment:** Ensure that all our premises and activities are safe and welcoming.
* **Promote Awareness:** Regularly educate and train our staff, volunteers, and congregation about safeguarding issues and practices.
* **Act Responsibly:** Promptly address any concerns or allegations of abuse, following our established procedures and legal obligations.
* **Support Victims:** Provide pastoral care and support to those affected by abuse.

**Safer Recruitment Commitment**

We believe that safeguarding starts with robust recruitment processes. We follow the Church of England guidance on safer recruitment and people management, and through this we commit to:

* **Rigorous Vetting:** Implement thorough background checks and screening for all staff and volunteers working with vulnerable groups.
* **Clear Policies:** Maintain clear policies and guidelines for recruitment, ensuring all roles have defined safeguarding responsibilities.
* **Continuous Training:** Provide ongoing safeguarding training and resources to ensure all personnel are aware of their roles and responsibilities.
* **Regular Reviews:** Continually review and improve our recruitment practices to uphold the highest safeguarding standards.

By adhering to these commitments, we strive to create a community where everyone feels safe, valued, and supported. We welcome any feedback or concerns and encourage open communication to maintain our high standards of safeguarding and care.

**ROLE DESCRIPTOR**

PART 1

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| JOB TITLE: IT Support Manager |
| REPORTS TO: Head of Communications with accountability to the Head of HR & Governance |
| DEPARTMENT : Communications |
| PURPOSE OF ROLE: To provide an efficient and effective IT service for the Diocese |
| KEY ACCOUNTABILITIES:   1. Serving as the first point of contact for IT support, managing service incidents and requests, ensuring they are resolved in a timely manner and communicating updates. 2. Managing relations with existing IT service provider to ensure that services are delivered to the required standard and within budget. 3. Identifying and managing improvements to IT systems and services including bringing the IT function in house. 4. Troubleshooting, and repair for IT equipment and networks within the organisation 5. Monitoring online security for users and networks and takes appropriate steps to address security breaches if necessary 6. To edit and update the diocesan website; to help develop new content for the website; and to liaise with the web development company, all in consultation with the Head of Communications. 7. To liaise with Diocesan colleagues to develop and update departmental content on the website. 8. To train other diocesan users in editing and updating the website. 9. To actively share website content and events on diocesan social media platforms as agreed with the Head of Communications. 10. Design, configure, and regularly update the SharePoint communication site to serve as a central hub for announcements, resources, and staff updates. 11. The Diocese of Carlisle is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All post holders and volunteers are expected to share this commitment. 12. To undertake any other duties that may be required. |

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| PERSON SPECIFICATION PART 2 | | |
| ESSENTIAL CRITERIA | | DESIRABLE CRITERIA |
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| *TECHNICAL COMPETENCE* | | |
| **Technical Skills & Qualifications** | | |
| * Good standard of educational achievement * Experience within an IT Support role, working at 2nd/3rd line or equivalent level. * Good technical background with an ability to help non-technical users * Experience managing Office 365 through the Admin Centre, including user and group management, license allocation, and permissions configuration. * Experience of using websites and social media to communicate on behalf of the organisation * Good written and oral communication skills | | * Experience in website design and maintenance * Experience with cloud networking and virtualisation technologies * Microsoft certified qualification |
| **Knowledge and Experience** | | |
| * Knowledge of office procedures * Ability to communicate confidently with individuals both within and outside the organisation * Ability to work under pressure in a busy working environment and able to multi-task | * Awareness of the Church of England and its structures | |
| *BEHAVIOURAL COMPETENCE*  * A positive and flexible approach to work * Ability to use own initiative and manage time effectively * Good organisational skills * Tact and discretion for dealing with sensitive and confidential information * Professional, calm and efficient manner * Sympathy with Church of England ethos and values   This role requires attendance at up to 30 evening meetings or events a year. | | |

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| **Benefits** | |
| **Salary** | £39,284 FTE based on a 35 hour week |
| **Pension** | a non-contributory, deﬁned contributions scheme (employer’s contribution is 15% of salary) |
| **Car** | mileage paid at 45ppm |
| **Office provision** | Post based at Church House, Penrith but the Diocese operates a flexible working policy and home working for some of the working week is the norm. |
| **Working expenses** | Funded as appropriate.  Mileage (to places other than your Place of Work) paid at 45ppm. |
| **Other benefits** | * 34 days annual leave incl bank holidays * 35 hrs a week flexi-time system in operation * time off in lieu for additional hours worked |
| Any offer of employment is subject to:   * Two references (one must be current employer) * Health Check * Right to work check * Enhanced DBS check and Church of England Declaration form if applicable (if the DBS or declaration form are not completed the offer of employment will be rescinded) | |