



Role Profile

Head of ICT and Business Systems: £75,900

Directorate:	Corporate Services
Responsible to:	Director of Corporate Services
People Responsibility:	Infrastructure & Security Advisor, Business Systems Project Manager and Salesforce Manager
Budget responsibility:	Expenditure £2.0m per annum
Travel required:	Based in London, Salisbury or from home Travel around the UK as necessary

Role outline and purpose

The Head of ICT and Business systems is accountable for business IT and IS services ensuring the successful and consistent adoption by the entire organisation.

This role will report to the Director of Corporate Services and will define, manage and strategise how technology can help the organisation achieve its mission to end the need for food banks in the UK by ensuring good communication between internal and external parties and that the ICT team works closely with the business and stakeholders to ensure The Trussell Trust objectives are delivered through the development and maintenance of excellent, responsive and user-led ICT infrastructure, systems, and innovation.

The Head of ICT and Business Systems holds the pivotal role in the delivery of the charities I.T. standards, security, and compliance.

Role responsibilities

- To build a highly effective ICT and Business Systems team through leadership, coaching, and development, creating a culture of continuous improvement. Promoting collaborative working across the team and with other teams across the organisation, ensuring the team is scaling for the future.
- Develop the organisation's IT vision, and through active horizon scanning provide professional advice and expertise identifying opportunities and threats giving recommendations for new technology solutions and develop mitigation strategies for future challenges.
- Devise and establish IT policies and systems to support the implementation of the Trussell Trust strategic plans and that ensure compliance and security of systems and data storage.
- Responsible for the annual planning and budgeting of the function and key strategic business systems development projects.

- Own the projects/roadmaps/initiatives in flight with an emphasis on CRM and Network Data Capture System
- Own application architecture managing data governance processes, integration, and information flows between various partner and external/internal systems.
- Formulating and implementing business continuity and disaster recovery plans.

Person Specification

- Experience managing ICT and business systems within a Charity with strong understanding of fundraising, finance, HR, supply chain and operation delivery business processes and systems.
- Comprehensive knowledge of information systems, networks, IT/cybersecurity, operating systems, Database (incl. SQL), PC, Software as a Service (SaaS) provision and telecommunications technology & systems.
- Complex project or programme management, including through cross-functional management teams to drive change.
- Ability to establish credibility quickly with a range of stakeholders, with the influencing and clear communications skills to compellingly advocate to staff, and external stakeholders.
- Confidence in strategic planning, leadership and people management, budget management and decision making.
- Strong project planning and management skills, able to evidence ability to manage multiple initiatives, identifying conflicting demands and establishing clear priorities to meet agreed objectives.

Behaviours and competencies:

- Demonstrate a commitment to the values of the Trussell Trust
- Demonstrates empathy for people from disadvantaged, marginalised or socially-excluded backgrounds
- Role model inclusive behaviour and leadership
- Effective communication skills; diplomatic; effectively builds rapport with individuals and groups; presents information accessibly and in a format appropriate to the audience.
- Comfortable working in a fast-paced and high-performing organisation, combining problem-solving with collaborative interpersonal skills.

Key Stakeholders

- Trustees/FAR Subcommittee
- Director of Corporate Services
- SLG/SLT
- Data & Systems Board
- Outsourced System/Cloud/Hardware Suppliers

Our Values

The Trussell Trust is a charity that works to end the need for food banks. It is founded on and shaped by Christian principles.

Our values of dignity, justice, compassion and community, are central to all that we do and therefore supports our aim to be an organisation where the diversity of all employees is valued. We welcome people of all faiths and those that are committed to these values.

We recognise that we have under-represented groups within our workforce. As part of our commitment to diversity and equality of opportunity we are actively encouraging applications from under-represented groups such as returning parents or carers who are re-entering work after a career break, people who are LGBTQIA+, from racially minoritized communities such as Black, Asian and Minority Ethnic backgrounds, with a disability, impairment, learning difference or long-term condition, with caring responsibilities, from different nations and regions and those with a lived experience of poverty as well as any other under-represented group in our workforce. We are committed ensuring the safety and protection of our employees from all forms of harm.