



DIOCESE OF **Hexham & Newcastle**

IT Manager



Candidate Pack

INTRODUCTION

The Diocese of Hexham and Newcastle is the sixth largest Diocese in England and Wales and is situated in the north-east of England. With an area of 3195 square miles, the boundaries are the border with Scotland in the north and the River Tees in the south. The Diocese consists of 152 separate parish communities, grouped together into 19 Partnerships, within five Episcopal Areas. The population of the region is 2,368,000, with an estimated Catholic population of 214,257. The Diocese is under the leadership of Bishop Stephen Wright who was installed as the fifteenth Bishop of Hexham and Newcastle on 19 July 2023.

Diocesan Values

Integrity | Respect | Trust | Service | Compassion

The Diocese of Hexham and Newcastle is seeking an experienced and dedicated individual to manage IT across the Diocese. The IT Manager will play a crucial role in ensuring the stability and efficiency of the Diocesan IT infrastructure, with a primary focus on Microsoft 365 (M365) and general IT support.

Job Overview:

As the IT Manager at the Diocese of Hexham and Newcastle, you will be responsible for overseeing day-to-day IT operations. This includes a crucial role in identifying and managing risks associated with Diocesan IT systems. You will oversee the continued roll-out of M365 across the Diocese. Collaborating closely with parishes, departments, and vicariates, your focus is to provide technology solutions, support, and guidance, ensuring the seamless functioning of our IT systems. In addition to focusing on M365 and general IT support, you will play a pivotal role in reviewing and optimising processes and working practices.



IT MANAGER

Job Description

Main Duties

Microsoft 365 Management:

- Administer, maintain and optimise Microsoft 365 services, including Exchange Online, SharePoint, Teams, OneDrive, and Azure Active Directory
- Review, configure and manage security settings, compliance policies, data retention, and information protection
- Implement and oversee user provisioning, deprovisioning, and licence management within the M365 environment
- Collaborate with stakeholders to optimise M365 applications for enhanced productivity, efficiency and collaboration

General IT Support:

- Provide hands-on technical support to end-users, troubleshooting hardware, software, and network issues
- Oversee the IT support requests through a ticketing system, ensuring timely resolution and adherence to service level agreements
- Proactively identify issues and implement preventative solutions to enhance IT stability
- Conduct end-user training and create resources to empower diocesan personnel to better utilise technology resources

IT Team Leadership:

- Supervise, mentor, and guide IT personnel, fostering a collaborative and productive work environment
- Oversee the allocation of tasks, ensuring responsibilities align with the Diocese's priorities
- Conduct regular reviews, provide constructive feedback, and support professional development

Infrastructure Management:

- Liaise with St Cuthbert's Care to support the configuration, maintenance, and monitoring of the network infrastructure, including firewalls
- Implement disaster recovery solutions to safeguard critical data and ensure business continuity
- Maintain an inventory of IT assets and ensure their proper maintenance and lifecycle management



Service Providers and Budget Management:

- Manage service providers, oversee contracts, and manage ongoing relationships
- Assist in developing and managing the IT budget, tracking expenses, and identifying cost-saving opportunities
- Ensure compliance with procurement and financial procedures while maintaining a balance between cost and quality of services

Technology Strategy/Roadmap:

- Collaborate with senior personnel to develop and execute an IT strategy aligned with the Diocesan Vision, Mission, Values, and strategic goals
- Research and evaluate emerging technologies, making recommendations for technology enhancements to improve organisational communication, efficiency and effectiveness
- Stay informed about security best practices and proactively address IT security risks through policies and training programmes

Personal Specification

Essential Criteria

You must have:

- Bachelor's degree in Information Technology or a related field (preferred)
- Proven experience as an IT Manager or similar role
- Knowledge of M365 suite, including hands-on experience with M365 administration and SharePoint
- Strong troubleshooting and problem-solving skills
- Excellent interpersonal skills with the ability to relate effectively and appropriately to a wide range of stakeholders
- Strong negotiation and influencing skills
- Experience of delivering successful change management projects in an IT context
- Adept at project management and the ability to manage competing priorities
- IT certifications: ITIL4 Foundation, Prince 2, M365 Administration
- Access to a car and willingness to travel throughout the Diocese
- Flexibility for occasional evening and weekend work for critical issue resolution

The post-holder must be conscientious and loyal to the aims and objectives of the Diocese, always having regard to its Catholic character



PAY AND CONDITIONS

Salary

£35k - £40k pa, depending on experience, and a workplace pension scheme where we match up to a maximum of 7.5% of your salary

Contract

Permanent – subject to satisfactory probationary period

Hours of work: Full-time, generally 8.30am to 4.30pm

Location

St Cuthbert's House, West Road, Newcastle upon Tyne, NE15 7PY

Benefits

- Holidays: 28 days holiday per year plus statutory holidays
- Cycle to Work Scheme
- Free on-site parking
- Employee health and well-being support

APPLICATION PROCESS

To apply, please send:

- A letter of application saying why you want to work with us and what you'd bring to the role, with examples of how your skills and experience would enable you to fulfil your duties and responsibilities
- A CV, including the names of two people we may approach for professional references
- Please send these by email to human.resources@diocesehn.org.uk

If you would like to discuss the role, please contact Beverley Warrington, Head of Finance by email beverley.warrington@diocesehn.org.uk or telephone 07966057992. For further information on the Diocese of Hexham and Newcastle visit www.diocesehn.org.uk

Deadline for applications: 12 December 2023



OTHER INFORMATION

This appointment will be subject to:

- Two satisfactory professional references
- Evidence of right to work in the UK
- Completion of mandatory safeguarding training

Safeguarding

The Diocese of Hexham and Newcastle is committed to safeguarding all children and vulnerable groups at risk within its community. All employees are expected to contribute to the creation of a safe environment, challenge inappropriate behaviours and report concerns in line with procedures. In fulfilling the duties of this role, the post holder may come into contact with children or vulnerable adults. Therefore, they must adhere to diocesan safeguarding policies and procedures.

Data Protection

We won't hold information you give us longer than necessary. Our Candidate Privacy Notice is available on our website www.diocesehn.org.uk

Registered Charity Number 1143450

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Better Health
at Work Award
Bronze Award

