

# Senior IT Manager job description

Role overview and key details	
Job Title	Senior IT Manager
Department	Finance & Operations
Salary Banding	Scale I (£47,508– £55,953). <i>Starting salary is expected to be at the lower end of the range with precise level depending on skills, relevant experience, and qualifications.</i>
Hours/Shift Pattern	Full-time (1.0 FTE), 9:00–17:30, 37.5 hour week
Work/Location	CSE Office, with potential for hybrid working
Reporting to	Director of Finance & Operations
About the role	
<p>As Senior IT Manager, you will lead the delivery and day-to-day management of IT systems, infrastructure and digital processes that support the Centre for Sustainable Energy (CSE) and our subsidiary, Retrofit West CIC. You will ensure our systems are reliable, secure, easy to use, and support the organisation to run smoothly.</p> <p>You will sit within our Senior Management Team (SMT), working closely with the Director of Finance &amp; Operations to implement and continuously improve our internal IT provision. You will manage our relationship with our external IT support provider, ensure data protection compliance, and keep CSE secure, resilient and productive.</p> <p>This is a hands-on role, ideal for someone who's technically confident, process-driven and motivated by helping others. You will take ownership of everything from hardware and databases to cyber security and business continuity, with a strong focus on improving systems and making life easier for colleagues across the organisation.</p> <p>You will also play a key role in documenting systems, sharing knowledge, and ensuring IT processes are clear, accessible and well communicated. You will help identify opportunities to work more efficiently through better use of technology, bringing a practical and solution-focused approach to everything you do.</p>	

We're looking for someone who enjoys getting the detail right, cares about good processes, and wants to support a mission-led organisation by helping others to do their best work. If you're someone who thrives on improving systems, solving problems and supporting people, this could be the perfect role for you.

## Key responsibilities

### 1. IT operations & infrastructure

- Act as the in-house lead for all day-to-day IT matters across CSE and Retrofit West CIC, with oversight from the Director of Finance & Operations.
- Manage internal IT systems, devices and infrastructure to ensure they are reliable, secure and fit for purpose.
- Support and guide Operations Officers in delivering day-to-day IT support to staff.
- Oversee the procurement, setup and maintenance of all IT hardware, software and digital tools.
- Maintain an up-to-date inventory of IT assets, including hardware, software and licenses, ensuring appropriate lifecycle management and value for money.
- Manage and secure CSE's on-site server room and ensure access and backup processes are robust.
- Maintain and test business continuity and disaster recovery plans.
- Ensure any operational IT changes are planned and implemented with clear understanding of risks and dependencies.
- Document systems and share knowledge effectively to support operational resilience.

### 2. Systems, tools & data management

- Maintain and improve internal databases including the Household Energy Services CRM, fundraising database, and organisational contacts system.
- Help teams visualise and make use of data from multiple systems to support decision-making and service delivery.
- Identify opportunities to streamline processes and improve staff workflows through better use of technology.
- Provide input into system upgrades, rebuilds or new platform development.
- Advise on scalable, cost-effective and user-friendly digital tools that enhance productivity.
- Support planning and implementation of new systems or integrations as required.

### 3. Data protection, cyber security & governance

- Act as CSE's effective Data Protection Officer equivalent, ensuring compliance with GDPR and related regulations.
- Provide practical guidance and support to managers and staff on good data protection practices.
- Lead on maintaining strong cyber security protocols, including the annual renewal of Cyber Essentials accreditation.
- Respond to Subject Access Requests and other data-related queries in collaboration with external support partners.
- Contribute to the creation, communication and review of IT and data protection policies and best practice guidance.

#### **4. External provider & vendor management**

- Manage the relationship with CSE's external IT support provider, ensuring high-quality service and prompt resolution of issues.
- Liaise with subcontractors and suppliers such as cloud storage providers and database developers.
- Oversee procurement of IT-related services and support value-for-money decisions.
- Coordinate with external partners to implement upgrades, resolve technical issues or scope new solutions.

#### **5. Collaboration & organisational support**

- Support colleagues across CSE by resolving IT queries, improving tools, and making systems more accessible and intuitive.
- Communicate technical concepts clearly to non-technical audiences and build confidence in using digital systems.
- Promote good practice in digital working, cyber security, documentation and data handling across teams.
- Work closely with the Finance & Operations team and collaborate across the organisation to support effective service delivery.
- Provide updates and reports to the Director of Finance & Operations and SLT as needed.
- Champion environmental sustainability across all IT activities - from procurement and energy efficiency to equipment lifecycle, cloud usage and responsible disposal.

### **Working relationships and contacts**

- You will report to the Director of Finance & Operations.
- You will work closely with colleagues across the organisation, building strong relationships with staff and volunteers to support their day-to-day work and IT needs.
- You will collaborate regularly with the wider Finance & Operations team, including the Executive Assistant, HR Manager, Financial Controller, and Operations Officers.

- You will liaise directly with key external stakeholders relevant to the role, including our IT support provider, cloud storage providers, and database developers.
- You may also have contact with building management and other service providers to support on-site infrastructure.
- The responsibilities and reporting structure of this role will be reviewed periodically to ensure they remain aligned with organisational needs.

### Place of work and other requirements

This post is based at the CSE office in Bristol.

All CSE staff are encouraged to undertake City & Guilds Energy Awareness training.

### Person specification

#### Essential

#### Experience & knowledge

- Proven experience managing IT systems and infrastructure across a multi-user organisation.
- At least three years' experience overseeing IT service delivery or projects, ideally in a hands-on, cross-functional environment.
- Knowledge of the Data Protection Act and GDPR in relation to IT systems and security.
- Experience maintaining cyber security controls.
- Demonstrated experience managing relationships with external IT providers and service partners.
- Understanding of a wide spread of hardware and platforms in networking, security, Apple products, and the Microsoft technology stack from desktop to server to cloud.
- Experience in managing and maintaining Linux systems and servers
- Familiarity with full MS Suite, including Office 365, SharePoint, Planner and Power Automate, to maximise efficiencies across CSE.
- Experience managing databases and supporting system development or rebuilds (e.g. CRM, fundraising, contact management tools).

#### Skills & attributes

- Excellent verbal and written communication skills, with the ability to explain technical concepts in plain English.
- Strong analytical and problem-solving skills, with a methodical and process-focused mindset.

	<ul style="list-style-type: none"> <li>• Able to manage risk and assess dependencies when planning operational changes.</li> <li>• Organised, self-motivated and able to manage multiple tasks and priorities effectively.</li> <li>• Confident supporting a range of colleagues, often with varying levels of digital confidence or knowledge.</li> <li>• Skilled in commissioning, managing or procuring IT hardware, software and services.</li> </ul>
<b>Personal qualities</b>	<ul style="list-style-type: none"> <li>• Process-driven, detail-oriented and committed to doing things well.</li> <li>• Calm, approachable and supportive when working with others.</li> <li>• Collaborative and people-focused, with a desire to support and enable others.</li> <li>• Proactive and resilient - able to troubleshoot, adapt and stay solution-focused.</li> <li>• Values-driven and motivated to use technical skills to support positive social and environmental outcomes.</li> <li>• Enthusiastic about improving systems and making technology easier to use.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Eagerness to learn and stay up to date with evolving technology, data protection and cyber security practices.</li> <li>• Committed to CSE's mission to tackle the climate emergency and end fuel poverty.</li> </ul>
<b>Desirable</b>	
<ul style="list-style-type: none"> <li>• Experience in implementing and upkeeping Cyber Essentials certification across an organisation</li> <li>• Experience acting as a Data Protection Officer (or equivalent) for an organisation.</li> <li>• Experience working in supporting Microsoft Access databases</li> <li>• Knowledge of ISO 27001 or other information security standards.</li> <li>• Experience working in a charity or purpose-driven organisation.</li> <li>• Familiarity with environmental sustainability within IT (e.g. device lifecycle, cloud carbon footprint, energy efficiency).</li> <li>• Awareness of accessibility and inclusive digital practice.</li> <li>• Relevant professional qualification or certification in IT, cyber security or data governance.</li> </ul>	

<b>Key competencies</b>	
<b>Competency</b>	<b>What this looks like in the role</b>

<b>Problem solving</b>	<ul style="list-style-type: none"> <li>Identifies root causes, thinks logically and applies practical solutions to day-to-day IT issues.</li> </ul>
<b>Planning &amp; prioritisation</b>	<ul style="list-style-type: none"> <li>Organises workload effectively, balancing reactive support with longer-term projects and improvements.</li> </ul>
<b>Communication</b>	Explains technical concepts in plain English and builds trust with non-technical colleagues.
<b>Digital confidence</b>	Comfortable navigating a variety of platforms and tools and helping others to feel confident too.
<b>Risk awareness</b>	Understands the risks in technical decisions and actively mitigates them when planning changes.
<b>Process thinking</b>	Seeks out better ways of working, standardises repeatable tasks, and documents systems clearly.
<b>Collaboration</b>	Works closely with others, supports colleagues across teams, and builds positive working relationships.
<b>Resilience &amp; adaptability</b>	Stays calm under pressure, adapts quickly to new demands, and keeps focused on practical outcomes.
<b>Mission alignment</b>	Shows commitment to CSE's purpose - helping people and tackling the climate emergency through their work.

### Success in this role looks like

We're looking for someone who can build on solid foundations while helping us improve how we deliver and support IT across the organisation.

The following indicators give a sense of what success could look like in the first year:

- IT systems and infrastructure are documented, secure, and proactively managed.
- A reliable IT asset management process is in place, helping teams stay productive and equipment stay current.
- Relationships with our external IT support provider and key partners are running smoothly.
- Colleagues feel supported and confident in using our systems and platforms.
- CSE's data protection and cyber security standards are being maintained and improved, including Cyber Essentials compliance.
- Opportunities for smarter tooling, better integration, and improved workflows are identified and shared with teams.
- IT risks and dependencies are tracked and considered in operational planning.
- Environmental sustainability is embedded across IT activity - from device choices to cloud storage and lifecycle decisions.