

Job Description

Job title:	Digital Systems Manager
Department:	External Relations
Responsible to:	Head of External Relations
Location:	London (UK) - hybrid working
Salary:	£ 46,800 gross per annum (London)
Working pattern:	Full time, 38.5 hours per week
Duration of contract:	Permanent

Job purpose:

The Digital Systems Manager leads and manages the development and implementation of UWC International's digital platforms, business applications, tools and processes and IT ensuring they are fit for purpose and effectively support UWC's mission.

As the key point of expertise for digital and IT solutions, the postholder ensures that technology and systems are effectively integrated, secure, and scalable to meet the needs of a dynamic, international charity.

Key responsibilities:

Organisational systems and tools

- Support the Head of External Relations with the procurement and implementation of a UWC CRM. Once in place, manage the system to ensure it is effectively developed, governed and used across the organisation, with clear ownership, training, and data standards.
- Supported by the Administrative Officer, manage digital systems and tools for use across the UWCIO and by other members of the UWC movement where required.
- Responsible for the management and administration of business-critical digital systems, including Google Workplace.
- Develop and manage cyber security ensuring systems are protected and back up arrangements are in place should an attack occur.
- Lead the continuous improvement of cross-organisational digital and IT systems, tools and processes to reduce duplication, improve user experience and increase efficiency. Provide technical frameworks, manage, support, recommend alternatives and control access to ensure we have fit-for-purpose systems and tools, currently this includes Airtable, Slack, Zoom, Myriad, Alchemer, and Eventbrite.
- With the Head of External Relations and web development agency, manage the technical aspects of UWC's website.
- With the Director of Finance/Data Protection Officer, oversee data protection and information security within our digital systems and platforms, ensuring GDPR compliance, robust data governance and adherence to frameworks and Cyber Essentials Certification/ ISO 27001.

- Manage digital services contracts, their access and renewals and the daily management and updating of UWC International's distribution and access lists, providing solutions and hands-on support and keeping up to date with changes in technology.

Digital hardware

- Track, manage, procure, allocate and recover IT equipment and provide and maintain protocols in collaboration with other UWCIO departments and the external IT support provider.

Strategy and Management

- Support the Head of External Relations in systems and digital planning alongside the Executive Director, Director of Finance and Chief of Staff.
- Deputise for the Head of External Relations as required.

The above is not an exhaustive list. The job holder will perform other duties as assigned by their line manager.

This job description may not necessarily be a comprehensive description of the post. It may be reviewed and subject to modification or amendment at any time after consultation with the post holder.

Person Specification

	Essential criteria	How it will be assessed*
Experience	<ul style="list-style-type: none"> Substantial experience in managing and developing CRMs. Experience in supporting integration between multiple systems (fundraising platforms, email marketing, membership systems etc) Proven experience in managing components of IT application development projects and the associated organisational changes. 	A, I
Skills & knowledge	<ul style="list-style-type: none"> Extensive knowledge and understanding of digital tools such as Google Workspace, MailChimp, Airtable, Alchemer, Slack and Zoom, with the ability to support others with them. Life-cycle management of digital tools, systems and IT. Knowledge and experience in implementing systems and processes on data protection, data management and cyber security. Able to work autonomously on IT and business systems, issues and projects with little or no support. A proactive attitude with the ability to contribute meaningfully from day one 	A, I, UT, P
Qualifications	<ul style="list-style-type: none"> Undergraduate degree in a related field or equivalent work experience. Post graduate qualification relevant for the role (desirable) 	A
Core Competencies	<ul style="list-style-type: none"> Can forecast and plan for peaks and troughs in workload, considering how their work and that of the team impact other departments when planning and prioritising work. Can analyse assumptions and data to provide deeper insights and actionable recommendations. Able to understand challenges, identify opportunities, and develop long-term solutions. Maintains a professional attitude even when change is sudden or contrary to one's own ideas. Helps others and their team navigate through uncertain periods. Treats all staff with respect and understanding and values diversity in the team. Is sensitive to the diverse needs of individuals in the team. Inspires trust and respect in their team and department. Seeks opportunities to benefit stakeholders through service improvements or cost reductions. Able to effectively engage with stakeholders at all levels and serve as a trusted advisor. Can anticipate potential issues and take proactive steps to mitigate risks. Balances short-term problem-solving with long-term strategic thinking. Uses data and evidence to support decision-making and drive continuous improvement. Coaches team members on 	A, I, UT

	<p>effective problem-solving techniques. Engages stakeholders to align solutions with organisational goals.</p> <ul style="list-style-type: none"> • Adheres to budget guidelines and policies in day-to-day financial decisions. Seeks approval for budget adjustments and expenditures in accordance with organisational policies before making any commitment to change. Ensures financial accountability and compliance with policies. • Can provide leadership and direction to their team, ensuring clear objectives. Fosters a culture of inclusivity, collaboration, and accountability. 	
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***A** = Application - **I** = Interview - **UT** = Unseen task - **P** = Presentation/Portfolio - **AC** = Assessment Centre

Safeguarding children and adults

UWC International holds strict children, young adults and adults safeguarding principles and has a zero-tolerance policy for conducts of sexual harassment, exploitation and abuse in the workplace and other places where the organisation's activities are rendered. In the process of recruitment, selection and appointment, UWC International conducts a range of procedures and actions including Criminal Background Checks / Certificate of good conduct to ensure children, young adults and adults are safeguarded and abuse is prevented.

We expect all applicants and staff to share this commitment and to undergo appropriate checks, including a Basic Disclosure and Barring Service (DBS) or international equivalent check.

Staff will take an active role in ensuring that we are meeting our safeguarding obligations through attending regular training and following the principles learned at all times.