

Job description

Job title:	Deputy Director, IT
Team:	Finance and Corporate Services Directorate
Location:	Hybrid working (a minimum of two days in the office)
Hours of work:	37.5 hours
Contract:	Permanent, full time
Benefits include:	33 days annual leave (plus eight bank holidays) 8% employer pension contribution (Aviva) or access to continue NHS Pension Enhanced maternity, paternity, adoption and shared parental pay Free health cashback plan Free employee assistance programme Learning and development commitment to staff Health and wellbeing commitment to staff
Reporting to:	Director of Finance and Corporate Services
Direct reports:	Head of IT

Background

Today, dementia is the leading cause of death in the UK. By 2025, more than one million people in the UK will be living with this often devastating condition. Millions of us will know someone living with dementia. Many will be directly affected it – as the incredibly difficult role of carer often falls to friends and family members.

Dementia UK is a values driven charity, providing specialist dementia support and advice for families through our Admiral Nurse service. Our nurses help people living with dementia stay independent for longer and support the people caring for them so that they will have the strength to cope with the bad days, and the energy to enjoy the good days.

We value our people so it's important for us to create a working environment that looks after our workforce, enabling everyone to achieve their full potential. You will become part of a diverse and dedicated team, working in an environment where you can collaborate, be respected, and thrive.

Purpose of job

Following a period of successful growth of the organisation, we are looking at transforming the way we do things including investment in our people, technology and infrastructure to best meet the changing needs of the people we help.

Accordingly, we need to grow our team in the Finance and Corporate Services Directorate and now seek talented individuals to help us on this journey. It is vital that we have effective and strategic Leadership to drive these important disciplines.

The Deputy Director of IT will support the Director of Finance and Corporate Services in delivering a reliable, secure, and innovative IT environment that enhances the charity's operations.

The role involves leading technical teams, managing projects, overseeing IT infrastructure, and ensuring technology aligns with the charity's strategic goals.

The post holder will play a vital role in improving digital capabilities to ensure the charity can operate efficiently and scale its mission-driven activities.

Key accountabilities and responsibilities

Strategic Planning

- Provide input and advice contributing to the overall strategy for Finance and Corporate Services.
- Lead the development and implementation of the overarching IT strategy, with support from Director – ensuring alignment with Directorate Strategy.
- Lead the development and implementation of the detailed Data Strategy for the Charity – to ensure the Charity harnesses and makes best use of data.
- Translate Charity, Directorate and Team strategies into meaningful targets and goals with clear measures.
- Work closely with internal stakeholders (e.g., fundraising, clinical, finance, and people teams) to understand their IT needs and identify opportunities where technology can enhance service delivery, fundraising, and donor engagement.
- Develop technology roadmaps and innovation strategies to enhance digital capabilities.

Leadership and management:

- Lead the IT Team to deliver against the agreed strategy.
- Foster a collaborative and high-performing culture within the IT department.
- Ensure adequate staffing and skill levels within the team to meet current and future needs of the charity.
- Provide guidance and support to non-technical staff on IT issues.
- Oversee the provision of quality IT services to all parts of the Charity, ensuring:
 - colleagues have the right equipment to do their jobs effectively
 - maximum availability, with outages or problems resolved quickly and within agreed timescales
- Provide development support for teams

- Lead and manage the IT team, providing mentorship, training, and performance management to enhance team capabilities.
- Proactively seek feedback regarding any aspect of Team performance – taking appropriate remedial action as required.
- Develop and maintain contingency and succession plans for the IT Team.
- Responsible for managing the IT budget, ensuring value for money on IT expenditure.
- Work with procurement team for IT hardware, software, and services, ensuring adherence to procurement policies and ensuring cost-effective IT solutions are implemented without compromising on quality or security.
- Evaluate and manage relationships with external vendors and service providers.

Infrastructure & Systems Management

- Oversee the charity's IT infrastructure, including servers, networks, cloud environments, and data centers.
- Ensure reliable and secure operations of IT systems, implementing best practices for security and data protection.
- Manage software systems, including CRM, financial systems, beneficiary databases, and other key platforms.
- Monitor system performance and take proactive measures to optimize efficiency and minimize downtime.

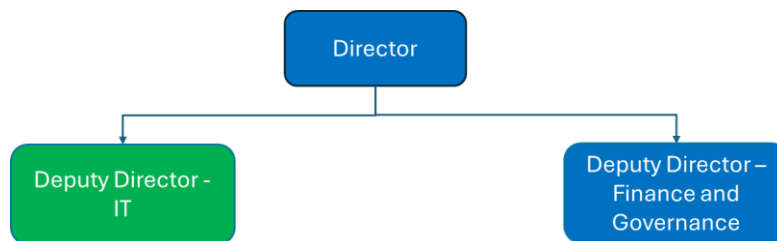
IT Governance & Compliance

- Ensure IT policies and procedures comply with industry regulations, including GDPR, Charity Commission requirements, and data security standards.
- Lead audits related to IT security and compliance, coordinating with external auditors and stakeholders.
- Ensure proper documentation of IT policies, processes, and procedures - ensuring these are fit for purpose, up to date, and followed across the Charity.
- Stay up to date with emerging technologies, regulations, and best practices relevant to the charity sector.
- Ensure clear and up to date understanding of IT risk profile and that key risks have appropriate controls, mitigations and planned actions in place.
- Proactively identify, assess and manage risks related to areas of responsibility.
- Oversee the design and performance of robust controls to ensure the stability of IT security.
- Maintain an up-to-date view of external threats and keep line Director up to date with actions being taken to mitigate these.
- Oversee business impact analysis for all critical systems and ensure robust Disaster Recovery Plans are in place and maintained / tested.

Project Management & Digital Transformation

- Drive digital innovation initiatives, particularly in areas like data analytics, cloud computing, and mobile technology.
- Lead and manage IT projects, ensuring timely and within-budget delivery, while meeting user requirements.
- Implement and manage IT project management methodologies for efficient delivery.
- Support digital transformation initiatives aimed at enhancing the charity's online presence, donor management, and service delivery.
- Collaborate with other departments, providing IT expertise and input to support successful implementation of change.
- Lead on training and support for new technology rollouts, ensuring smooth adoption of new tools and systems.

Directorate Structure



General

- Actively promote the core values of Dementia UK whilst working towards achieving the strategic objectives of the charity.
- Be a role model and set the example for colleagues across the Directorate
- Have a strong working knowledge of Dementia UK's vision, mission and values.
- To undertake all duties in line with the Dementia UK's policies, procedures and regulations ensuring that the work undertaken actively promotes equality, diversity, and non-discrimination.
- Undertake any other duties related to the job purpose and which may be necessary, as required. This includes cover requirements for other colleagues in the team.
- Cover for colleagues and deputise as and when required.
- Proactively seek opportunities to increase the team's skillset and support their development.

This job description is not exhaustive and is subject to change in accordance with business need.

Person specification

Essential Qualifications, knowledge, skills, and experience			
Criteria	Application	Test	Interview
A degree in Information Technology, Computer Science, or a related field	x		x
Extensive experience in IT management at a senior level, with a focus on IT infrastructure, security, and project management	x		x
Strong knowledge of IT governance, security, and compliance requirements (e.g., GDPR)	x		x
Experience with cloud platforms, network infrastructure, and database management	x		x
Excellent problem-solving skills and ability to work under pressure.	x		x
Ability to set the right example by practicing it	x		x
Excellent communicator (both verbal and written)	x		x
Strong leadership and organisational skills	x		x
Experience of leading, developing and managing Teams to deliver quality outputs against deadlines	x		x
Excellent communication skills, with the ability to explain complex technical concepts to non-technical stakeholders	x		x
Proactive and solution-focused, with a strong commitment to delivering high-quality IT services	x		x

Strong analytical and project management skills, with attention to detail	x		x
Ability to adapt to changing priorities and handle multiple projects simultaneously	x		x

Desirable Qualifications, knowledge, skills, and experience		
Criteria	Application	Interview
Experience in digital transformation projects, including CRM and other systems implementation.		x
Proven track record of managing IT teams and delivering IT projects in a nonprofit, public sector, or similarly mission-driven environment.	x	
Familiarity with IT systems used in the charity sector	x	
Knowledge of budget management within a nonprofit organisation.		x
Certifications such as ITIL, PRINCE2, PMP, or other relevant qualifications	x	

Personal attributes		
Criteria	Application	Interview
Commitment to the charity's mission and values	x	
High level of integrity, professionalism, and discretion in dealing with sensitive data		x
A collaborative team player with a positive attitude and a growth mindset		x
Ability to work in a fast-paced, dynamic environment, balancing short-term needs with long-term goals		x

Our values

Compassion
Collaboration
Integrity
Ambition