



Job Description

Job Title:	Systems & Service Delivery Lead
Reports to:	Deputy Chief Executive
Location:	Devon Communities Together (Principle Office)
Salary:	£31,401 fte (£25,121 actual salary)
Working Hours:	0.8tfe (29 hours per week)

Job Purpose:

- To ensure the development & maintenance of DCT internal systems & resources is delivered to the highest standard
- To manage a multi-faceted team covering a diverse workload, ensuring delivery on-time and on-budget
- To monitor, evaluate and report against organisational performance targets and impact
- To support the CEO/Deputy CEO in the delivery of the business development function.

Principle Duties and Responsibilities:

Systems Management

1. Be responsible for the ICT/CRM/ digital communications systems within the organisation and the evaluation of user needs and system functionality, ensuring that IT facilities meet these needs.
2. Plan and implement the ICT budget and obtain competitive prices from suppliers to ensure cost effectiveness.
3. Research and install new systems and implement hardware and software technology, directing the input required by staff.

4. Work with the Directors to maintain ISO9001 quality standard and implement system changes to meet agreed quality standards, guidelines and procedures.
5. Identify and nurture organisational performance growth and culture, identifying opportunities for delivery staff to drive system aspects.

Information Management

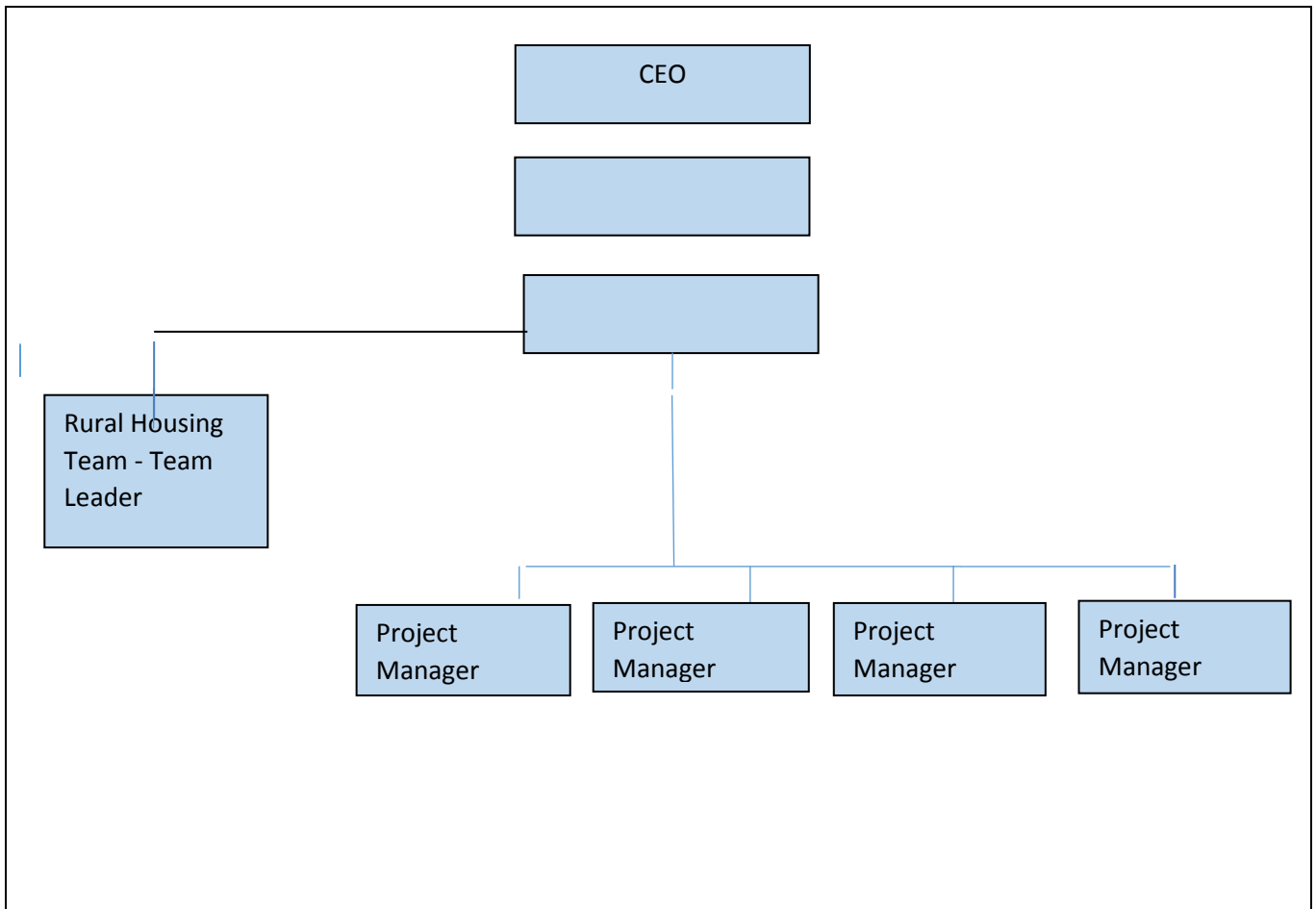
6. Ensure data collation systems are accurate and up to date and produce reports within agreed timescales.
7. Generate and share comprehensive and detailed internal reports about organisational performance/outcomes mapping against Impact Objectives to agreed deadlines to enable scrutiny of projects by the CEO, Directors and the Board.
8. Provide monthly performance information reports to CEO & Directors, communicate concerns and provide appropriate information to support decision-making.
9. Communicate organisational goals, project targets and deadlines to staff to motivate performance and provide regular and constructive feedback.
10. Contribute to Business Development Group meetings to update staff on performance against targets, best practices and continuing expectations.
11. Review customer satisfaction and ensure our work 'adds value' both for the recipients of the service and for purchaser/funders.
12. Ensure all services and projects are operating within the set budgets and timescales and achieve their agreed targets and outcomes.
13. Maintain an awareness of the developing policy and programme framework.

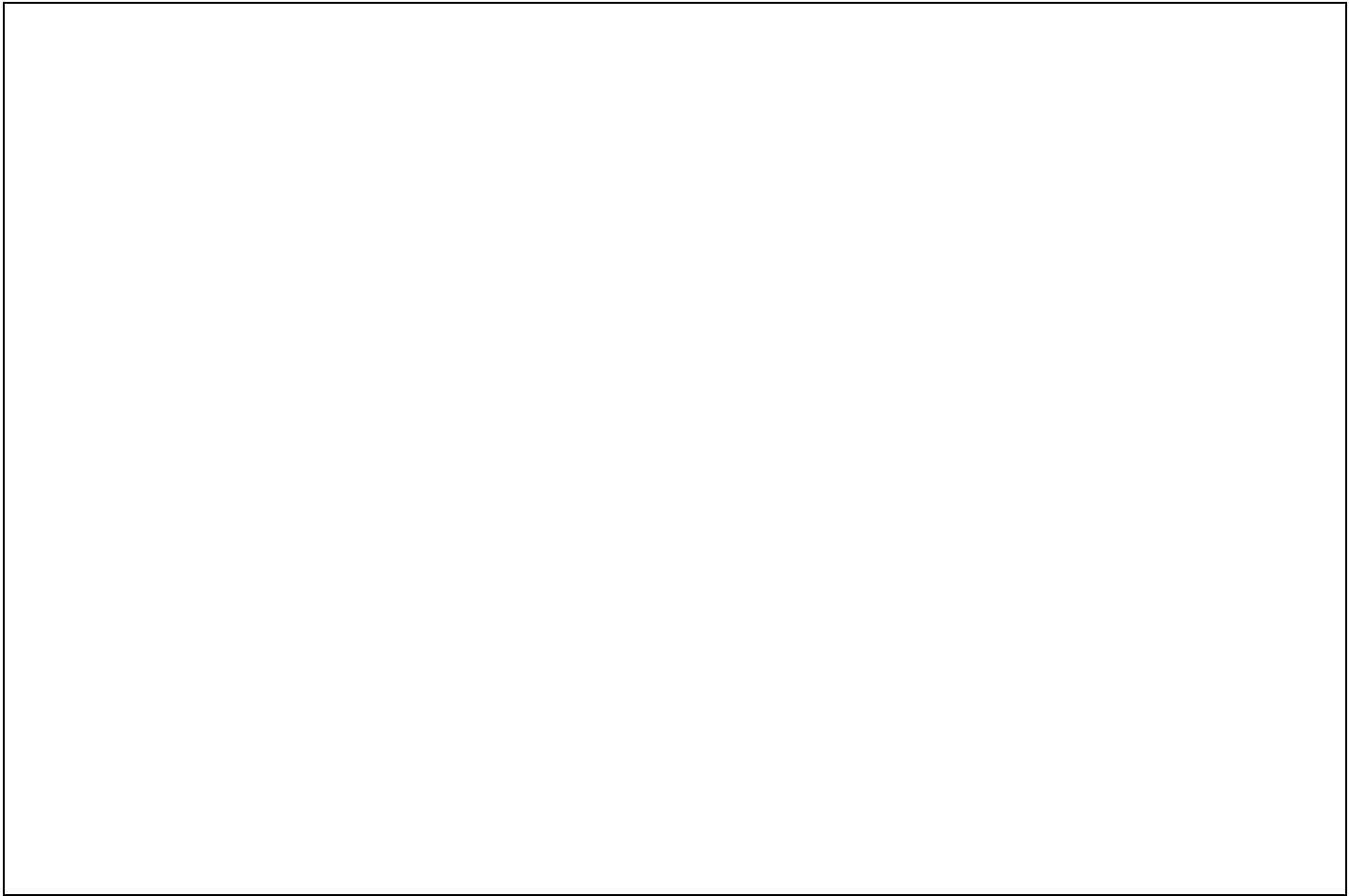
Resources Management

14. Ensure our services are delivered to the highest standards in line with our mission, vision and objectives and plan activities to enable successful change and optimise use of financial and other resources.
15. Line manage 5 project and service delivery managers ensuring they are supported in their work and in their line management responsibilities for delivery staff through regular team and one to one meetings, supervisions and appraisals.
16. Ensure DCT complies with statutory and legal requirements in systems management including GDPR, equality and diversity, safeguarding of children & vulnerable adults, health and safety.
17. Carry out such tasks as the CEO may delegate from time to time.



Structure Chart:





Person Specification:

Attribute	Essential	Desirable	Method of Assessment
Management	<ul style="list-style-type: none">• Proven leadership skills able to support the work of a team of experienced managers/senior staff• A proven track record in successfully delivering targets and service outcomes	<ul style="list-style-type: none">• Local knowledge of Devon• Awareness of relevant agencies, voluntary sector networks, legislative and policy frameworks Behavioural Competencies	Application Form and Interview

	<ul style="list-style-type: none"> • ICT systems management development experience • Ability to manage complex information, prepare reports and presentations to a high standard and the ability to communicate with clarity to a wide range of audiences. • ICT and financial literacy • Effective planning and monitoring of both short-term and long-term activities • Time Management Techniques • Networking Skills • Assertiveness Skills • Negotiation Skills 	<ul style="list-style-type: none"> • Leadership • Organized • Assertiveness • Meticulous • Integrity & trust • Managing & planning systems 	
Experience	Proven experience of working within a particular sector		
Practical Skills	Negotiating skills, report writing, presentation skills		
Strategic Thinking	Drafting of policies, shaping strategic decisions		

Education and Training	Relevant degree or professional qualification		
Specialist Knowledge	Word, Excel, Outlook, knowledge of sector		
Personal Attributes	Proactive and resilient, creativity, organisational		
Equal Opportunities	Understanding and recognition of the principles of equality and diversity		