



ramblers
at the heart of walking

ICT Service Manager



INFORMATION FOR APPLICANTS:

What we do

The Ramblers open the way for everyone to enjoy the simple pleasures of walking. And we step up to protect the places we all love to wander.

When you join the Ramblers team, you're joining a talented, dedicated group of people with a passion for walking and the outdoors. Every one of us has a commitment and resilience to bring ambitious plans to life and a huge appreciation for the volunteers, members and supporters who help us make it happen.

Since 1935, we've been doing everything we can to make sure everyone everywhere can enjoy nature on foot. Today we're Britain's biggest and most vibrant walking community too.

We lead the way, and the walks, for a community of 100,000 walkers. And we help thousands more every year find their feet out in the open to boost their wellbeing naturally.

The Ramblers is a charity dedicated to removing barriers so everyone can enjoy walking in green spaces and to preserving and improving over 180,000 miles of well-loved paths, tracks and trails across England, Scotland, and Wales. We're committed to campaigning to keep our countryside open to all and to fighting for the things that matter most to walkers.

Our successes

We fought to establish National Parks and National Trails – and we won. And we successfully campaigned for everyone to enjoy Britain's coastline on foot. We've helped open up vast swathes of the British countryside which was out of bounds, and we made sure laws were amended and added to keep it that way.

Our future focus

There's still more to do. So, we continue to secure support from government and help construct national and local policies and programmes to build a future fit for everyone everywhere to walk outdoors. We keep on engaging communities and organisations across England, Scotland, and Wales to help us achieve our ambitions. And we're opening up a world of walking opportunities for even more people. You can read our vision and strategic framework [here](#).

Together, we achieve much more.

While we're a small staff team, we achieve big things with the help of people who believe in our cause, like our members, volunteers, campaigners, funders, and partners. Together, we've already achieved significant success and we have ambitious plans for the future.

How we are run

As a charity, the Ramblers is governed by a board of trustees which comprises up to 15 members. Collectively the trustees are responsible for strategic oversight of the organisation and ensuring that our range of activities support our charitable purposes.

In addition to local Groups and regional Areas across Great Britain, under our devolution agreements, substantial authority is devolved to Ramblers Scotland and Ramblers Cymru.

Volunteers

Volunteers are our driving force. Without their hard work and dedication, we simply wouldn't exist. Some 22,000 people generously give their time come rain or shine, to make a difference to the things that matter most to walkers.

The team

The Ramblers has a staff team of around 100 people based at home or who work from our offices in London, Edinburgh, and Cardiff. As well as staff with specific roles in Scotland and Wales, we have six main departments.

The Chief Executive Office provides overall leadership to the organisation, leads the people function and supports the trustees, manages the charity day-to-day and makes sure it's governed effectively.

The Operations & Advocacy team lobbies and advocates on behalf of walkers, campaigns to bring about change and is responsible for safeguarding the path network. In addition, the team also helps more people get out walking more often through member and non-member products and services such as group walks, self-guided routes, and path maintenance activities.

The People & Organisation Development team consists of not only the HR function but the Volunteering specialists who manages and supports our volunteers across the organisation.

The Income & Fundraising team work to deliver long-term, sustainable income and growth to deliver our mission. They form and nurture valuable partnerships with Ramblers members, individual supporters, corporates, trusts, statutory bodies and manage our society lottery. This team is responsible for the Ramblers brand and external communications channels to raise our public profile.

The Finance, Performance and Impact team drives better ways of working through providing financial support, designing, developing, and deploying data and digital solutions, and it manages every aspect of our IT.

Role Profile
ICT SERVICE MANAGER

Job Title: ICT Service Manager	Responsible to: Head ICT & Web Services
Department/Division: Services	Responsible for: No direct reports
Contract: Permanent	Full Time 35 hours a week
Band: 5	Location: London Bridge, London
<p>Purpose of Role:</p> <p>This role ensures the smooth running of the day-to-day ICT infrastructure as well as strengthening the organisation's ICT capability. The primary objective of the role is to ensure that effective technical support and service delivery is provided throughout the organisation through sound management of the ICT support function.</p> <p>The role also is responsible for developing, implementing and maintaining ICT related policies and procedures including: change management approaches; supplier management; asset management and procurement.</p> <p>The post holder is responsible for managing the day-to-day ICT Operation from 1st line user support to managing the servers, network, desktop, mobile and phone estate with suppliers, ensuring the levels of customer service is delivered within service level agreements.</p> <p>The post holder will be highly involved in supporting the Head of ICT & Web services to deliver a range of service and infrastructure improvement projects.</p> <p>This position is also responsible for evolving the service that is provided by the ICT department by recording, tracking and evaluating helpdesk activities in order to drive continual service improvement.</p> <p>This in turn will involve working closely with the Head of ICT & Web services to plan, develop and deliver the appropriate ICT service provision, network designs and architecture that best supports the activities of the organisation.</p>	
<p>Key Responsibilities:</p> <ol style="list-style-type: none"> 1. To manage the hands on delivery of the ICT support service, to agreed service levels and budgets. 2. Own the ICT helpdesk systems and asset management tools; be responsible for managing and prioritising the diagnosis and resolution of operational requests logged on the helpdesk. 3. Pro-actively monitor, control and support ICT service delivery; working with users to ensure systems, methodologies and procedures are in place and followed. 4. To monitor and report on system uptime, capacity and availability against KPIs and SLAs; publish service delivery performance metrics. 5. Own and manage continual service improvement plans (CSIPs) to ensure contracted services are delivered to the agreed level and quality. 6. Manage external suppliers of software and hardware support and maintenance; lead on internal and third-party service reviews. 	

7. Manage the installation of new desktop/mobile hardware and related software and implement new releases of desktop/mobile images.
8. Ensure network and infrastructure documentation is developed and maintained.
9. Develop knowledgebase, documentation and training for new and existing features to customers.
10. Oversee the production of handover to BAU documentation with Project managers and ICT development staff.
11. Provide project management for ad-hoc ICT projects; contribute to ICT budget planning process.
12. Deputise for the Head of ICT & Web services.

Decision-making

The post holder is responsible for key operational decisions on a day-to-day basis to ensure that the ICT support team delivers key objectives. They make recommendations and decisions in relation to support and infrastructure issues both operational and as part of project developments.

Guidance on agreeing priorities/ resources and in managing cross functional issues is sought from the Head of ICT & Web services

The post holder will be expected to manage their own workload to deliver to agreed targets.

Prioritise requests for support and training and other operational requests.

Makes decisions or recommendations within agreed IT policies or guidelines, exercising discretion in coordinating work of self and others to ensure quality of delivery or service.

Decisions impact on the team's ability to meet work outputs.

Guidance is available on complex matters.

Analysis and initiative

Negotiate service level agreements with both internal and external customers and service providers and agree them with the Head of ICT & Web services

Expected to use experience, initiative, online research and third-line support providers to identify, test, evaluate and develop tools and processes to improve IT service delivery.

Review existing ICT policies and advise on developments/enhancements

Advise system owners on changes to existing ICT processes, functionality, guidelines, procedures, training and manuals.

Follow backup, virus protection and security procedures – noting risks to ICT systems and suggest improvements to the Head of ICT & Web services.

Analysis needed to find the best solution to unusual situations or issues where the answer is not available through existing policies, standards or procedures.

Creative thinking required to investigate new ways of working or to improve policies or procedures.

Communicating

The post holder is required to maintain a range of external relationships on behalf of Ramblers, with external suppliers, volunteers and all staff in connection with all aspects of ICT service delivery.

Communicate to management and staff via verbal and written reports and presentations.
Represent Ramblers at supplier User Group meetings

Able to confidently present to small and medium-sized groups of suppliers/members/volunteers, with the aim of influencing the views of others

Able to tailor communications to audience needs and views.

People

The post holder will support and collaborate with a wide range of staff and volunteers across the Ramblers on cross organisational ICT matters, including cross team ICT projects and support, to communicate and provide recommendations in areas of ICT expertise.

The post holder will work closely with a variety of staff responsible to identify and implement improvements to the ICT service delivery.

Resources

Delegated responsibility for specified ICT support costs
No income generation targets
Responsible for operational infrastructure and system security

Knowledge, skills and expertise (person spec)

Essential

- a. Passion for good customer service.
- b. Experience of managing support desk staff
- c. Windows Desktop and Server operating systems 10/2016 upwards
- d. Office 365 - Exchange online, Azure AD and teams/SharePoint
- e. VOIP telephony systems and Apple mobile devices
- f. Networking, switches, firewalls and routers
- g. Troubleshooting and asset management
- h. Management of third-party suppliers
- i. Good interpersonal skills with the ability to communicate verbally and in writing
- j. Excellent analytical and problem-solving skills
- k. Ability to work in a dynamic fast changing environment
- l. Knowledge of compliance – e.g. GDPR
- m. Energy, Drive & Initiative
- n. Commercial Awareness
- o. Judgement and leadership skills
- p. Planning and project management skills
- q. Technical skills
- r. Decision-making skills

Desirable:

- s. ITIL and/or Prince2 foundation
- t. Degree in computer science or related field.
- u. VmWare/Vsphere – virtualisation
- v. Azure cloud delivery services
- w. Cisco Meraki

Key Contacts

Internal:

- ICT Team
- Engagement Team
- Membership Team
- Policy and Advocacy team
- Delivery and Development team

External:

Relevant external suppliers and developers – Redpalm, CloudCall, Unified Solutions, Exegesis (EDSM), Advanced NFP, Adaptive

Other essential requirements for the role-holder

Every member of staff is expected to show respect to their colleagues and to understand and adhere to the Ramblers dignity at work policy; they are also expected to work collaboratively and to support all the divisions with which they have contact in achieving the Ramblers' objectives.

All duties and responsibilities must be carried out with due regard to the Ramblers Health and Safety and Equal Opportunities, ICT Acceptable Usage and Data Protection policies.

The details contained in the Job Description particularly the key responsibilities, reflect the content of the job at the date the job description was prepared. It should be remembered, however, that it is inevitable that over time the nature of individual jobs will change; existing duties may be lost and other duties may be gained without changing the general character of the duties or the level of responsibility entailed. Consequently, Ramblers will expect to revise this job description from time to time and will consult with the post holder at the appropriate time.

Terms of Appointment

Salary	The salary range for this role is £41-£46k per annum.
Location	This role will be based from home with visits to the London office (approximately once per week / as and when required).
Pension	We offer a contributory pension scheme
Annual leave	25 days annual leave, plus bank holidays and additional office closure at Christmas
Working hours	35 hours per week, Monday to Friday.
Additional Benefits	Season ticket loan; Ramblers' Membership, Access to Perkbox – includes 200 exclusive perks and benefits; Employee Assistance Programme and online GP access.

Candidate Application Information

Send us your CV and a cover letter summary of why you think you have the skills and experience for this role to recruitment@ramblers.org.uk as soon as possible.

We will review all applications and confirm by email whether we are going to be taking you through to interview stage.

Equal Opportunities

The Ramblers welcome all sections of the community to work with us to achieve our vision. All applicants will have fair and equal access to recruitment and selection opportunities based solely on their abilities. Please feel free to replace your name with a fruit and colour (e.g. Red Apple, Green Raspberry) in support of our 'anonymous recruitment campaign' to eliminate bias in the recruitment process.

Please also complete our Equal Opportunities Monitoring form by downloading from the jobs section of our web page <http://www.ramblers.org.uk/jobs.aspx>

It is our intention to appoint the best candidate for every vacancy in accordance with our Equal Opportunities Policy. To do this fairly, within the overall recruitment process at stages throughout the process we will need all candidates to provide relevant information about themselves. This information should be based on the criteria listed in the enclosed person specification and which are regarded as essential to the job.

If you have a disability, which you would like us to consider, please tell us about this when you apply. Please let us know if we can help and remember that you can request information in large print or in a different format.

We regret that we are unable to acknowledge receipt of applications but contact HR team on recruitment@ramblers.org.uk if you want to check your application has been received. If you do not hear from us within four weeks of the closing date, please assume that you have not been shortlisted.