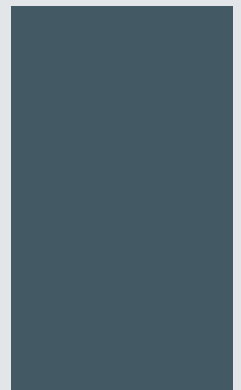
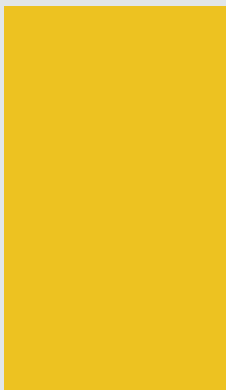




Digital Manager Recruitment Pack





Welcome

I want to extend a warm welcome to you as you consider the opportunity to join our team at NICVA. As Chief Executive, I have the privilege of leading an organisation that stands at the forefront of advocating for the voluntary and community sector in Northern Ireland. With over 1,400 members, ranging from well-known charities to grassroots community groups, NICVA plays a vital role in supporting those who create innovative solutions to social challenges.

At this pivotal moment in our journey, we are focussing on our digital transformation to further enhance our operations and the services we offer. I am delighted that you are interested in the role of Digital Manager, a key position that will drive this transformation. In this role, you will be responsible for implementing our digital strategy, optimising business operations, and ensuring the seamless integration of technology to elevate both NICVA and the sector we serve.

We are looking for someone who is passionate about digital innovation, excited about the potential for technology to change how we work, and ready to lead complex projects that will have a lasting impact on the organisation. If you are driven by the ambition to shape the future of digital engagement and support for our team and members in realising their potential through digital solutions, then this is the role for you.

Thank you for considering this opportunity to join NICVA at such an exciting time. I look forward to connecting with you soon.

Best regards,

Celine McStravick
Chief Executive, NICVA

About NICVA

NICVA is the umbrella representative organisation for the voluntary and community sector in Northern Ireland with a membership of over 1,400 organisations. We represent our sector to government, other sectors and a range of strategic stakeholders.

We give our sector wide-ranging practical advice, support and leadership and management training in everything from HR, finance and fundraising to governance and risk.

Simply put, as well as being the voice of the sector and its most passionate advocate, we're also the one-stop-shop for everything the voluntary and community sector in Northern Ireland needs to operate, develop and grow.

NICVA members:



Vision

Our Vision is of a fair and equal society.

Mission

Our Mission is to provide support and leadership to create an effective vibrant voluntary and community sector.

Values

Courage

We take action in the face of challenges, speak up for our sector and communities, and push the boundaries to find innovative solutions for positive change.

Collaboration

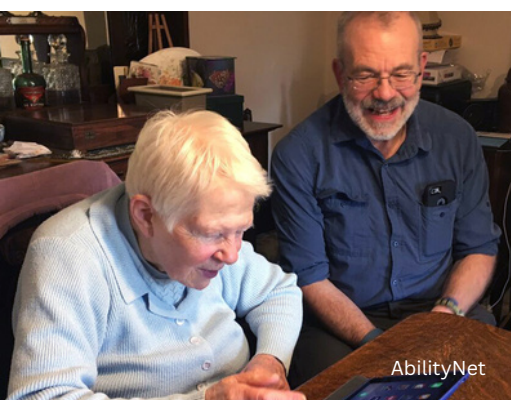
We work with others across and beyond the sector, sharing expertise and embracing new ideas to help shape our work and increase our impact.

Caring

We act with empathy and kindness, treat everyone fairly, respect the insight and diversity of others and support each other to succeed.

Committed to excellence

We strive for the highest standards, using data and sector feedback to continually improve and innovate.



Role Overview and Benefits

Job title:	Digital Manager
Responsible to:	Director of Corporate Services
Responsible for:	Data Analyst & IT Officer (internal), Contracted Managed Service Provider (external)
Status of post:	Full-time (35 hours per week)
Salary band:	£40,221 - £42,403 per annum
Location:	NICVA offices, 61 Duncairn Gardens, Belfast, BT15 2GB, with working from home options.

Role Description:

The Digital Manager will be responsible for driving the digital optimisation across the organisation. This role involves developing digital processes, ensuring the integration of digital solutions to enhance business operations and customer experiences, and leading the implementation of new technologies. The post-holder will apply a strong understanding of digital technologies, change management, and project management.

The post-holder will also oversee the effective delivery of contracted services (Managed Services, Telecoms, Web Development etc.), ensuring that systems are secure, stable and robust. They will also deliver training to NICVA colleagues to ensure systems are used productively and support digital-related queries for Members and sector organisations.

Key Staff Benefits:

- Blended Working (Work from Home and Office)
- Annual Leave - 25 days, plus 11 Bank / Public holidays days (rising to 30 days plus 11) Annual Leave Purchase Scheme (ability to purchase up to 5 additional leave days)
- Employee Supported Pension (Legal and General)
- Death in Service Benefit (3 x salary paid to beneficiary)
- Learning and Development Opportunities
- Childcare Vouchers
- Health Cash Plan (BHSF)
- Annual Health Checks (Chest Heart and Stroke)
- Occupational Maternity and Paternity Pay
- Occupational Sick Pay
- Employee Assistance Plan (EAP)
- Eye Care Scheme
- Cycle to Work Scheme

Job Description

Job title:	Digital Manager
Responsible to:	Director of Corporate Services
Responsible for:	Data Analyst & IT Officer (internal), Contracted Managed Service Provider (external)
Status of post:	Full-time (35 hours per week)
Salary band:	NICVA Grade J, points 32-34. Candidates are normally appointed at the start of the scale.
Location:	NICVA offices, 61 Duncairn Gardens, Belfast, BT15 2GB, with working from home options
Review date:	July 2024

About NICVA:

NICVA, the Northern Ireland Council for Voluntary Action, is a membership and representative umbrella body for the voluntary and community sector (VCS) in Northern Ireland. With over 1,400 members - ranging from household name charities to grass roots community groups - we lobby and campaign to advance the interests of the people and communities that our members support. We offer a wide range of practical services, products and support to our members to help them do what they do best - find innovative solutions for social challenges.

Role Description:

The Digital Manager will be responsible for driving the digital optimisation across the organisation. This role involves developing digital processes, ensuring the integration of digital solutions to enhance business operations and customer experiences, and leading the implementation of new technologies. The post-holder will apply a strong understanding of digital technologies, change management, and project management.

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Key working relationships:

- SMT, Managed Service Providers, Other Contract Service Providers

CORE RESPONSIBILITIES:

The main duties and responsibilities of the post are:

1. Ensure systems related processes are documented and implemented and that staff are appropriately trained in the use of relevant software tools (e.g. Dynamics CRM, Teams, SharePoint etc.)
2. Manage delivery of contracted Digital / IT services to ensure the availability and security of the network, services and data.
3. Lead change management and project management activities to deliver digital solutions for the organisation
4. Support the development and implementation of the Digital Strategy
5. Provide support to Member and sector organisations on digital issues

Digital Development

- Assist the Director of Corporate Services in the development and implementation of the Digital Strategy and accompanying action plan and delivering it through a robust programme and project management framework, in line with best practice, to support the continuing digital transformation of NICVA.
- Researching and evaluating existing and emerging technologies, software, products and services, to identify potential areas of improvement to support new ways of working.
- Assist the Director of Corporate Services in formulating, implementing and reviewing IT-related aspects of business continuity and disaster recovery plans.
- Providing advice and relevant reports to the Senior Management Team on digital-related matters.
- Ensure appropriate plans are in place for the upgrade of software and hardware ICT assets in line with best practice and the Digital Strategy.

Change Management / Project Management

- Work closely with colleagues to understand their digital needs and ensure cohesive and integrated digital solutions.
- Analyse and optimise digital processes to improve efficiency, productivity, and performance, using automation where practical.
- Lead change management efforts to ensure smooth adoption of new technologies and digital processes across the organisation.
- Identify, evaluate, and implement new digital technologies and tools that enhance business operations and customer experiences.
- Oversee digital transformation projects from concept to execution, ensuring timely delivery and alignment with business objectives.

Operational

- Manage the Data Analyst & IT Officer to ensure the effective operation and development of the CRM system and ensure data is used to contribute to the development of policy and services.
- Manage the contract with our Managed Service Providers and work with external vendors and service providers to ensure effective delivery of digital solutions.
- Liaise with the Managed Service Providers to ensure the availability of the network, services and data.
- Liaise with Managed Service Providers on IT security and cyber risks and put in place plans to ensure data and systems remain secure in line with the latest cyber security threats and compliant with relevant delivery, security and risk management standards.

- Liaise with the HR Manager to develop and deliver training sessions / programs to enhance digital literacy, systems use and skills across the organisation.
- Work with the Fundraising & Operational Development Manager in the completion of funding applications with a digital input requirement.
- Monitor, analyse, and report on a range of KPIs for the digital services and activities, providing actionable insights and recommendations.
- Manage the allocated budget, ensuring cost-effective strategies for achieving financial targets.
- Manage the procurement and implementation of new software and hardware, ensuring alignment with organisational requirements while demonstrating value for money.
- Manage information and records in accordance with established policies and statutory requirements.
- Provide support and guidance to Member and sector organisations on digital queries / issues.

General Line Management Duties

- Provide guidance and support to team members, addressing any issues or concerns promptly and effectively, fostering a positive and inclusive work environment and promote open communication and teamwork.
- Act as a mentor for team members, helping them to set clear performance goals and objectives, aligned with NICVA's organisational strategy and identify their training needs and opportunities.
- Conduct regular 121 meetings with team members to ensure effective communication and an opportunity for staff to provide input and feedback, within a continuous improvement environment.
- Conduct performance reviews, providing constructive feedback and recognising achievements. Implement performance improvement plans when necessary, ensuring best practice approach.
- Work collaboratively with the HR Manager to resolve any employee relations issues or concerns, to ensure best practice in line with NICVA policies and procedures.

Other Duties

- Participate and actively contribute to all meetings, including senior management team, executive committee and external meetings representing NICVA.
- Liaise with external advisors as required.
- Comply with all of NICVA's staff policies and procedures including Equal Opportunities and Dignity at Work policies and procedures.
- Complete all mandatory training and adhere to Health & Safety at Work practices and Fire Safety guidelines.

- Contribute to the promotion of NICVA; engaging in NICVA's mission, role modelling NICVA values and striving to achieve NICVA goals.
- Contribute to the evaluation, planning and organisation of major events in conjunction with other NICVA Staff.
- Undertake such other duties as NICVA may from time to time reasonably require.

Person Specification

Essential Criteria:

At the closing date for applications, applicants must have:

EITHER

1. A Bachelor's Degree in an Information Technology / Information Management-related discipline. (Applications will be considered from applicants with formal alternative qualifications of an equivalent or higher standard).

AND

At least 3 years' experience to include each of the following areas:

- a. Successful implementation of digital transformation initiatives
- b. Successful development of staff in digital skills
- c. Successfully managing and developing web content management platforms including ecommerce
- d. Successful management of IT operational contracts
- e. Successfully implementing / managing frameworks for organisational IT / digital security and cyber risks

OR

2. At least 5 years' experience to include each of the areas (a-e) above.

And have:

3. Experience of transforming internal processes into digital solutions.
4. Excellent project management and change management skills with a track record of successful delivery.
5. Experience of managing a team, setting targets and managing performance to achieve objectives.
6. Good analytical skills and ability to interpret data to make informed decisions.
7. Excellent written and verbal communication skills.
8. An ability to think creatively and have a passion for digital innovation.

Desirable Criteria:

9. Demonstrate a good knowledge of emerging digital technologies relative to an organisation like NICVA including the use of AI solutions.

How to apply

Closing Date for Receipt of Applications: Midnight on Sunday 3rd November 2024.

To apply, please complete all sections of the attached application form and return to NICVA by either:

Email: monitoringofficer@nicva.org

Post: The Monitoring Officer NICVA 61, Duncairn Gardens Belfast, BT15 2GB

Under Fair Employment legislation, we are required to monitor the community background and gender of those applying for jobs. You must therefore complete the equal opportunities monitoring section of the application form when applying for the post.

NICVA is a member of Employers for Disability NI and for our recruitment, we have committed to: ensuring our recruitment process is inclusive and accessible; communicating and promoting vacancies; offering an interview to disabled people who meet the essential criteria for the job (the Guaranteed Interview Scheme); and anticipating and providing reasonable adjustments as required.

We support applicants with disabilities or those with a long-term impairment or health condition, that is expected to last for at least 12 months. If you have a disability and / or require a reasonable adjustment to assist you to participate in the recruitment process it is therefore important that you include all relevant information in your application form.

If you require more information on the recruitment process, or you require information in an alternative format, please contact the Monitoring Officer at monitoringofficer@nicva.org

Further Information

Interviews will be held **week commencing 18 November 2024.**

To find out more about working at NICVA, go to www.nicva.org/jobs.

New to the Voluntary and Community Sector?

Don't let that put you off from applying!

We have a diverse team at NICVA with a wealth of experience from across the voluntary and community sector, public sector, private sector, commercial sector and academia. They each contribute to the success of NICVA and our Members by calling on their knowledge and skills from their previous roles.

We understand that moving to a new role can be daunting, and even more so when you're entering a new sector, but our team will be there to help you gain an understanding of how NICVA and the voluntary and community sector 'works' and we'll make sure you have all the support you need to grow and develop in your role.

If you can bring your expertise and your passion, and share in our values, then we can teach you the rest!



NICVA is the Northern Ireland Council for Voluntary Action, registered as a company limited by guarantee in Northern Ireland No. NI001792 and a registered charity NIC100012

Registered office: 61 Duncairn Gardens, Belfast BT15 2GB | T: 028 9087 7777



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