

Job Description

Job Title:	Information Manager
Salary:	£28,000 - £32,000 per annum (depending on experience).
Hours:	Full time – 35 hours.
Days and Times:	Monday to Friday, 9am – 5pm.
Responsible to:	Director of Resources.
Responsible for:	External Consultants, Contractors and Suppliers.
Main Location:	Age UK Hillingdon, Unit 2 Chapel Court, 266 Church Road, Hayes but working across all three boroughs.
Status:	Permanent.
Main Purpose of Job:	As an active member of the Age UK Hillingdon, Harrow and Brent (HHB) Operational Management Team (OMT) lead on the delivery of improvements to the information and data systems, outcomes and reporting frameworks, social media and digital. Involves improving efficiency, quality of information and data and compliance. Involves travel to multiple sites in Hillingdon, Harrow and Brent.

1.0 Main Areas of Responsibilities and Key Tasks

- 1.1 Provide leadership and management support across Age UK HHB as a member of the Age UK HHB Operational Management Team taking forward role specific and corporate wide tasks in relation to Age UK HHB core objectives.
- 1.2 Take forward key tasks and activities outstanding from the merger of Age UK HHB including integration of information and data, Client Record System (Charity Log), Sharepoint and Websites.
- 1.3 Develop and embed our outcomes framework and reporting systems/processes including: data cleansing and analysis; ensuring the management data is accurate, consistent and up to date; compiling reports and undertaking analysis of data; supporting managers to develop evidence to inform funding applications and proposals.
- 1.4 Develop and performance manage the annual IT business plan and Three Year IT strategy including: introducing Power BI as a working tool, reviewing current work practices and looking for efficiencies; reviewing the current level of security and recommending any necessary improvements; assessing and delivering training to staff and volunteers as necessary.
- 1.5 Develop the organisations social media and digital strategy and implementation plan.
- 1.6 Responsible for regular reviews and updating of IT policies and procedures including any related staff and volunteer training and communications.
- 1.7 Manage internal relationships and external contractors including IT providers and other system contracts including Charity Log, to ensure projects are implemented to deadlines, that they provide value for money and the effective use of time and resources.
- 1.8 Managing and overseeing cross organisational projects and having responsibility for the organisations project management framework.
- 1.9 Effectively manage spend and report against a delegated budget.

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2.0 General

- 2.1 Maintain own professional expertise, including attending training as necessary and be subject to supervision and an annual appraisal.
- 2.2 Attend staff meetings, away days and other similar staff events.
- 2.3 Ensure all activities are carried out in harmony with Age UK HHB's mission and within the spirit of its equal opportunities policy and to abide by the policies of Age UK HBB.
- 2.4 All staff are expected to undertake their own computer work, both in the production of correspondence and documents, date recording, e-mailing and internet research.
- 2.5 It is the nature of the work that tasks and responsibilities are in many circumstances unpredictable and varied. All employees are expected to work in a flexible way.
- 2.6 Some meetings and other events may be held out of normal office hours and may involve travel away from the local area.
- 2.7 Liaise with line management and OMT generally, ensure services are developed and delivered to quality standards, revising as required.
- 2.8 To be aware of personal health and organisational health, safety and welfare, reporting any hazards to line management or the Health and Safety Lead.
- 2.9 Promote equality, diversity and rights in all policies and guidance, actions and activities.
- 2.10 The above items outline the main duties and responsibilities of the post and are designed to give an accurate flavour of the nature and scope of this post. However, they do not represent an inclusive list of all the duties required.

Age UK HHB is committed to safeguarding and promoting the welfare of all older people and children within the London Boroughs of Hillingdon, Harrow & Brent.

Person Specification

Education & Training	
Essential Criteria	Desirable Criteria
Educated to degree level or similar experience	A professional qualification in project management.
Training relevant to the role.	

Experience	
Essential Criteria	Desirable Criteria
Developing and managing information technologies and reporting systems	Information Technologies
Recent experience of developing and implementing outcome frameworks or impact measures	Outcome frameworks and reporting
Ability to work in a multidisciplinary team	Team working
Reviewing and implementing information and reporting systems and processes	Outlook, Sharepoint, Charity Log. Power BI
Recent management of external contractors and suppliers	Partnership working, contract negotiation
Using information systems including databases and websites at administrator level	Recent line management and supervisions, managing staff and volunteers
Developing and implementing social media strategies.	

Knowledge and Skills	
Essential Criteria	Desirable Criteria
Excellent written and verbal presentation skills	
A high level of IT confidence and literacy, able to adapt and integrate information across different systems	
Excellent project management skills with the ability to successfully oversee multiple projects simultaneously	

Personal Attributes	
Essential Criteria	Desirable Criteria
Passionate about and committed to the aims of Age UK Hillingdon	
Self-motivating with a commitment to team sharing and learning	
A commitment to equality of opportunity and implementation of this in your work	
Analytical and methodical approach to problem solving	
The ability to work in a changing environment and respond flexibly to changing needs and demands	
Good business acumen with the ability to improve performance and value for money	