1. **Responsible to:** Director of Finance, IT & Administration

2. **Aim of role**
As the Head of IT, working closely with the Charity’s Directors, you will be responsible for the development and implementation of an IT strategy to support the Charity’s strategic goals taking full responsibility for its delivery. You will be accountable for the design and delivery of the IT roadmap as well as maintaining the IT infrastructure and providing day to day service to users.

3. **Main duties and responsibilities**

   **Strategy and leadership**
   - Provide strategic direction and oversight to deliver a sustainable, secure, and robust IT environment to ensure maximum efficiency and performance across the Charity.
   - Work collaboratively with internal stakeholders to understand departmental plans to ensure there is appropriate resource to support planned delivery and highlight any applicable risk.
   - Establish effective third-party relationships working collaboratively in identifying better ways of working to increase productivity and efficiencies and support digital transformation.
   - Work with key stakeholders to deliver and maintain the Charity’s systems, ensuring maximum integration is achieved.
   - Define and deliver the IT roadmap to ensure efficient delivery of key charity objectives.
   - Play a leading role in project groups where IT requirements should be considered.

   **Management**
   - Responsible for the management of the Charity’s IT support arrangements.
   - Prepare the department budget ensuring costs are appropriately managed and resource levels are adequate to meet the Charity’s needs.
   - Implement and maintain appropriate change management controls ensuring development of the Charity’s systems is fully documented and tested.
   - Manage multiple projects ensuring all key stakeholders are informed and projects are delivered on time and to budget.
   - Be responsible for all of the Charity’s IT policies and procedures.

   **Security and risk**
   - Provide effective incident management and support for any IT related events and work effectively within incident response team.
   - Ensure the charity’s network, systems and data are secure with appropriate defences and processes in place to keep security up to date, carry out appropriate 3rd party testing of the Charity’s systems and disaster recovery backup systems are appropriate and effective.
   - Ensure the Charity is GDPR, PECR and PCI compliant at all times.
**Other duties**

- To comply with the policies of World Horse Welfare to ensure that risks within the working environment are reduced as low as reasonably practicable (to include completing risk assessments and maintaining records).
- To raise any health and safety concerns with line managers.
- Undertake other related tasks as directed by the Director of Finance, IT & Administration

4. **Person specification**

**Experience**

- Proven track record of defining and delivering an IT strategy and roadmap within a fast paced, growing environment and leading IT transformation.
- Solid technical background with in depth knowledge of: Microsoft Windows Server 2012 and above and management and support for Office 365 including SharePoint.
- Experience in leading change and transformation and an understanding of digital trends and technologies.
- Excellent knowledge of database and information architecture, SQL Server 2016 and above.
- Extensive knowledge of network infrastructures, application architectures, web technologies and security infrastructures and architectures.
- Good understanding of legislation compliance and data security practices.

**Skills**

- Strong leaderships skills with the ability to effect change.
- Ability to manage an IT function at a senior level.
- Ability to excel under pressure and adopt effective analytical and problem-solving skills to create innovative solutions.
- Exceptional communication skills, with the ability to clearly communicate complex IT concepts to non–technical colleagues in a simple fashion.

**Personal attributes**

- A willingness to be hands on as and when required.
- The ability and willingness to travel across the UK is required to ensure the smooth running of equipment, software and systems.
- Proactive ability to identify issues before they arise and must be ready to dive into technical details to oversee issues.
- Solution driven with a focus on providing outstanding customer service.
- Ability to develop and maintain positive working relationships with colleagues and stakeholders, both internal and external.