

<b>IT Client Services Manager</b>	
<b>Salary (FTE)/Hourly rate of pay:</b>	£32,000 (& Benefits)
<b>Contract Type:</b>	Permanent
<b>Hours of work:</b>	Full Time - 37.5 hours
<b>Responsible to:</b>	Director of Homes & Places
<b>Location:</b>	YMCA North Tyneside, Church Way, North Shields, NE29 0AB

**Organisational Context:**

YMCA North Tyneside is a Voluntary Sector Organisation undertaking youth and community programme work in areas of North Tyneside, South Tyneside, and Teesdale. We are part of the worldwide YMCA movement, which started in London in 1844 has grown to become the world's largest and oldest youth movement. Now, more than 175 years later, YMCA is operating in 119 countries, with 64 million people reached annually around the world. Guided by our Christian values, we believe everyone has potential, and we serve our communities so that all can hope, belong, contribute and thrive.

**Job Purpose:**

To be the bridge between our people and our technology. You will ensure that our diverse teams—from youth workers and housing officers to nursery and gym staff—have the digital tools, skills, and confidence to work effectively. By managing external partners, optimising our systems, and championing digital safety, you will ensure our IT infrastructure is an asset to our mission rather than a barrier to our work.

**Main Duties & Responsibilities:**

**1. External Partner & Contract Management**

- Act as the primary point of contact for our external IT support providers.
- Review support ticket trends to identify recurring issues and implement organisation-wide learning or systemic fixes.
- Monitor Service Level Agreements (SLAs) to ensure the charity receives high-quality, cost-effective service.

**2. People Development & Digital Literacy**

- Conduct regular "skills gap" analyses across different departments to understand where staff struggle with technology.



- Develop, recommend, and deliver training programs (or source external training) to improve staff proficiency.
- Act as a "digital coach," helping non-technical staff embrace new tools—including the ethical and practical use of AI tools—to improve their daily workflows.

### **3. Security, Resilience & Risk Management**

- **Cybersecurity Implementation:** Move beyond policy to practical application. You will implement and maintain robust cybersecurity measures (such as MFA, encryption, and endpoint protection) and lead the organization toward Cyber Essentials certification.
- **Risk Mitigation:** Proactively identify technical vulnerabilities across our diverse sites. You will maintain an IT Risk Register, ensuring that potential threats to data or service delivery are identified and mitigated before they impact our frontline work.
- **Disaster Recovery (DR) Planning:** Develop, document, and regularly test a comprehensive Disaster Recovery and Business Continuity plan. You will ensure that if a critical system fails, the organisation can continue to support our residents and children with minimal disruption.

### **4. Strategic Procurement & Lifecycle Management**

- **IT Procurement Leadership:** Lead the end-to-end procurement process for all hardware and software. This includes defining requirements, researching vendors, and conducting cost-benefit analyses to ensure every penny of the charity's budget is used effectively.
- **Contract Negotiation:** Work alongside external providers to ensure contracts for software (GSuite, CRM) and hardware are negotiated to provide maximum value and scalability for the charity's growth.

### **5. Hardware & Asset Management**

- Manage the full lifecycle of all devices, including workstations, laptops, tablets, and mobile phones.
- Oversee the telecommunications suite, ensuring mobile and VOIP systems are fit for purpose and cost-effective.
- Develop a sustainable rolling replacement program for hardware.

### **General:**

It is in the nature of the work at YMCA North Tyneside that tasks and responsibilities are in many circumstances unpredictable and varied, therefore, this job description is not an exhaustive list of duties and responsibilities but is intended to reflect a range of duties the post-holder will perform in line with their remuneration. The job description will be reviewed regularly and may be changed in the light of experience and in consultation with the post-holder.

This post requires proof of right to work in the UK, satisfactory references and a satisfactory DBS Disclosure (the cost of which will be met by the employer).



## **Safer Recruitment & Safeguarding**

We are committed to safeguarding and promoting the welfare of children, young people, and vulnerable adults. We expect all staff to share this commitment.

We strive to create a safe and supportive environment where everyone feels protected from harm. We have robust procedures in place to prevent and address any concerns about abuse or neglect. All staff and volunteers have a responsibility to report any concerns about the safety or welfare of children, young people, or vulnerable adults. We have clear reporting procedures and we will take all concerns seriously.

## **Equal Opportunities**

YMCA North Tyneside is committed to eliminating discrimination and encouraging diversity amongst the workforce. We aim to be an equal opportunities employer and we are determined to ensure no applicant or employee receives less favourable treatment on the grounds of gender, age, disability, religion, belief, sexual orientation, marital status or race, or is disadvantaged by conditions or requirements which cannot be shown to be justifiable. Flexible work is supported, and applications from people with disabilities are encouraged. We strive to create local employment opportunities for all



## Person Specification

No.	Essential	Desirable	Assessed by
Experience			
<b>Client Facing</b> - Proven experience in a "Client-Side" IT management role or as a Team Lead within an Managed Service Provider (MSP)		X	Application / Interview
<b>Project Management</b> - Experience in IT procurement, from identifying needs and assessing vendors to implementation and staff rollout.	X		Application / Interview
<b>Resilience Planning</b> - Experience in creating or maintaining Disaster Recovery plans—knowing exactly what to do when "the screens go black" to keep a 24/7 operation running.	X		Application / Interview
Skills & Abilities			
<b>Technical Knowledge</b> - Strong proficiency in Google Workspace Administration and Mobile Device Management (MDM).	X		Application / Interview
<b>Cyber Awareness</b> - A practical understanding of cyber security frameworks (like Cyber Essentials) and how to apply them to user behavior.	X		Application / Interview
<b>Analytical Mindset</b> - The ability to look at data (ticket trends, system usage) and turn it into an actionable plan for improvement.	X		
Personal Skills & Abilities			
<b>Excellent interpersonal skills</b> - You must be able to translate "tech-speak" into plain English for a non-technical audience.	X		Interview
<b>Empathy &amp; Patience</b> - A genuine desire to help others and a patient approach to training staff who may be tech-averse.	X		Interview
<b>Social Mission</b> - An understanding of the charity sector and the unique		X	Interview



challenges of working with vulnerable populations.			
<b>Strategic Thinker</b> - Ability to look beyond daily "fixes" to see the bigger picture of organisational risk and long-term technical health.	X		Interview

