

Job vacancy

● IT Manager

... The Society

The Royal Geographical Society (with the Institute of British Geographers) is the learned society and professional body for geography and geographers. It is also a charity and a membership organisation. The Society was founded in 1830 and has been one of the most active of the learned societies ever since. It was pivotal in establishing geography as a teaching and research discipline in British universities and continues to play a key role in geographical and environmental education.

The Society is a leading world centre for geographical learning – supporting education, teaching, research, professional practice, and scientific expeditions, as well as promoting public understanding and enjoyment of geography and providing advice to policymakers.

The Society has an international membership of over 12,000, 30 specialist research groups, and a programme of activities that extends far beyond its membership to broad engagement with more than three million people per year. Over 200 lectures, conferences and other events are organised each year including a major four-day Annual Conference, a programme of popular lectures, professional development for geographers, and policy-related discussions.

The Society also publishes, under contract, scholarly journals, and the popular Geographical magazine. It empowers others through a programme of grant-giving in support of research, fieldwork and expeditions, and teaching. The Society's information resources include its historic geographical Collections of maps, images, books, manuscript archives and artefacts.

The Society offers professional accreditation to members through Chartered Geographer status.

The Society is based in a listed building in its own grounds in Kensington opposite Hyde Park, and operates nine regional branches in the UK and two overseas. There are 60 permanent staff, together with temporary, and volunteer staff.

Applicants are strongly recommended to familiarise themselves with the current work of the Society set out on our website: www.rgs.org



The position

The IT Manager will work with our outsourced helpdesk provider to deliver maximum availability of the network, data and systems, to ensure we are secure and compliant and to provide support and training to our staff. The IT infrastructure includes an extensive wired and Wi-Fi network throughout the building with approaching 100 Wi-Fi access points. This network is critical for the smooth running of the Society's day to day activities and the successful operation of events on the premises, which account for turnover in excess of £1m p.a.

The IT Manager will also be the internal technical/project lead on the ongoing development of the Society's CRM system, Centrepoin's oomi product.

Full details are contained in the job description and more information on the Society's activities can be found at www.rgs.org

Salary and application details

This is a permanent, full-time post subject to successful completion of a probationary period of three months. The salary range for this post is £45,000 to £55,000 per annum depending on experience and qualifications. The post is based in Kensington, London.

There are a range of benefits at the Society which include the following:

- 35-hour working week with core working hours between 10.00am-4.00pm.
- Primarily office based with flexibility for up to two days a week home working, where business needs allow.
- 25 days annual leave per annum plus public bank holidays.
- Society closure between Christmas and New Year, in addition to the basic annual leave allowance.
- Pension scheme - 3% employee, 7.5% employer.
- Group Life Assurance at four-times basic annual salary.
- Corporate eye care vouchers.
- Cycle to work scheme.
- Free 24-hour Employee Assistance helpline with available counselling support.

The Society aims to be an equal opportunities employer. Applicants must have the right to work in the UK. The Society is unable to offer work visa sponsorships.

To apply please email HR@rgs.org with a copy of your CV and a covering letter explaining your suitability for the post and how you fulfil the selection criteria, along with the monitoring form.

Applications must be received by 9.00am, Wednesday 27 August. First stage Interviews are planned to take place in the week commencing 1 September.

We thank, in advance, all candidates for applying and regret we are unable to write separately to those who are not selected for interview.

Job description for the post of IT Manager

Post: IT Manager
Department: Finance and Services
Responsible to: Director of Finance and Services
Persons reporting: Outsourced IT MSP

Location: South Kensington, London
Salary: £45,000-£55,000

Purpose of post

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Duties and responsibilities

IT – Managerial and strategic

- Work with the Director of Finance and Services and the MSP to develop short- and medium-term strategic plans.
- With the Director of Finance and Services, manage the Society's IT budget.
- Attend two-weekly operational and monthly account management meetings with MSP and liaise to ensure the Society's IT network is working efficiently and our data, systems, and backup are always available and to monitor and improve cyber security.
- Implement, monitor, maintain and promote IT policies and procedures, maintain IT Handbook/IT section of staff handbook.
- Ensure business continuity plans are up to date and regularly tested.

IT – Day-to-day

- Liaise with MSP to resolve IT questions and issues as they arise.
- Flag priority 1 issues, liaising with MSP for fixing and managing internal communications.
- Evaluate and, where appropriate, approve IT system changes.
- Procurement of IT equipment and services, working with the Director of Finance and Services, as appropriate.
- Maintain and deliver the medium-term plan of hardware replacement (e.g. laptops, desktops, Wi-Fi, switches, fibre).
- Review and approve invoices.
- Monitor MSP helpdesk.
- Management of phone arrangements with provider (Spitfire).
- Oversight and renewal of IT service contracts.



CRM system

- Internal technical/project lead on the ongoing development of the Society's CRM system.
- Coordination of development, change requests and support issues and liaison with key users.
- Operational support - own the escalation channels and support model.
- Supplier relationship with the CRM provider, Centrepont.
- Triage in house CRM helpdesk requests and log with CRM provider or allocate internally, as appropriate.
- Maintain and monitor core CRM contract for user numbers, user type, permissions and service desk usage.

Selection criteria

The following are the requirements for this post. These are the criteria against which candidates will be shortlisted and judged, and it is in your interest to ensure that you cover each of these areas in the covering letter of your application.

Essential

- A background of supporting and maintaining IT networks in a small/medium-sized business environment.
- Excellent knowledge of managing Microsoft office applications including SharePoint, Office 365, Teams and Azure.
- Experience with managing data, systems and applications.
- Hands on technical skills from desktop and servers to networking.
- Good communication skills and the ability to effectively communicate with users at all levels and abilities.
- Proven project management experience and organizational skills.
- Proven experience of working with and developing a multi-aspect CRM system.

Desirable

- Cyber Security monitoring, management and compliance.
- IT strategy and planning knowledge to ensure the society's goals are met.
- Management experience/exposure.
- Experience working with outsourced IT products and services.
- Staff training.
- Budget and project management skills.