



### **Role Purpose:**

The IT Manager is the senior IT professional on site, reports to the Finance Director and is part of the Senior Leadership Team. This role leads and assumes overall accountability for ensuring that the software systems and IT infrastructure are robust and meet the needs of the business both now and in the future. They will actively promote the Integrity, Diligence, Empowerment and Nurture values of the Company and consistently lead by example in so doing.

### **Key responsibilities and results areas:**

#### **Operational Management**

- Maximise efficiency and uptime by ensuring the team respond in a timely manner to cases raised by the wider business
- Manage a fluctuating workload and prioritise to ensure that internal and external customers' expectations are met
- Analyse IT cases to understand root causes and use this insight to drive improvements
- Manage the key relationships with Group IT getting speedy resolution and authorisation for projects and signoff on Capex.
- Manage relationships with key IT suppliers ensuring service is delivered within budget and in line with quality standards
- Understand departmental needs and utilise software to improve operational efficiency and data accuracy
- Participate fully in operational meetings and influence wider business processes by asking the right questions at the right time
- Understand the risk profile within IT and work with the Finance Director to manage these risks

#### **Strategic Management**

- Participate in Company strategy and deliver an IT strategy that supports the overall objectives
- Ensure that the objectives and scope of any projects involving IT are clearly defined by challenging and questioning relevant stakeholders
- Keep abreast of industry changes and best practices to drive the IT strategy in the business
- Plan projects, communicate progress and work with project teams to deliver on time, in full and on budget.
- Leverage Group IT strategies and projects to Nu Heats advantage where appropriate
- Anticipate opportunities and risks and present these in a way that the business can act to obtain the greatest benefit

## Team

- Continually coach, motivate and develop an IT team of three, including an apprentice, to deliver a highly skilled service with the needs of the customer paramount
- Ensure each member of the team is provided with the appropriate level of support and training to drive their interpersonal and technical development
- Carry out regular 1:1s and bi-annual Personal Development Reviews with the team to drive performance and engagement
- Support the wider management team in understanding and getting the best out of our IT systems
- Co-ordinate IT support, training, and orientation to maximise efficiency in users across the business

## Qualifications, Experience & Skills:

### Essential

- An effective communicator who can explain complex concepts to an audience of wide skill levels
- Highly motivated with a positive attitude and solutions-based approach to problem solving
- Confident decision-maker, organised and diligent with high personal standards of integrity
- Strong project management skills with effective results focus within an information systems environment
- Ability to be flexible and work hard, both independently and as part of a team, in a high pressure on-call environment with changing priorities
- Be commercially aware with a customer centric approach
- Ability to present to Board and senior management

### Preferable

- Experience of supervision or management of people
- Experience of working in a subsidiary of a PLC
- Experience of working with cloud based infrastructure such as Azure as well as local infrastructures
- Worked in a business running a CRM/ERP system such as SAP, Dynamics or Netsuite
- Experience of successfully managing projects using 3<sup>rd</sup> party vendors

## Nu-Heat Values

**Integrity** – Doing the right thing to make a difference.  
Focus on honesty and quality

**Empowerment** – The freedom to challenge, innovate and improve.

**Diligence** – Taking care of every detail to do things the right way.  
Focus on detail, accuracy and consistent effort

**Nurture** – caring for our customers and colleagues.  
Focus on relationships with genuine care