About Charity Bank

Charity Bank is the loans and savings bank for people who want to make the world a better place.

Our vision is for a society that fosters vibrant communities and a healthy planet, giving every individual the opportunity to thrive. Charity Bank is ‘of the sector and for the sector’, 100% owned by charities and social purpose investors and dedicated to supporting UK charities and social enterprises.

We use our savers’ money to make much needed loans to enterprising organisations working to create lasting social change in communities across the UK. Since 2002, we have used the money saved with us to provide over £350 million of loan finance to a wide range of organisations across the arts, community, education, environment, faith, health, housing, regeneration, social care and sports sectors.

Our loans are used for a wide range of purposes, from providing accommodation for vulnerable refugees to action sports centres for young people looking for a safe place to skate to residential and respite care centres for those with profound disabilities.

Our co-workers are inspired by the organisations that we support and highly motivated to better equip these charities and social enterprises to help the disadvantaged, enrich lives and make our communities better places to live.
Why work for us?

No matter what your role is at Charity Bank, you will be making an essential contribution to the positive social value creation that is the very reason for Charity Bank’s existence.

For every loan that we make and the impact that this has on the organisations we lend to and the people that they serve, we can all say, “Wow, look what we helped to create!”

If your values align with Charity Bank’s, the role matches what you are looking for, and our mission and work excites you – we invite you to apply to join us!

Equality, Diversity and Inclusion

At Charity Bank, we want our team to reflect the diverse communities, organisations, and people that we work with. We are committed to being an inclusive employer and great place to work and we strongly encourage applicants from diverse backgrounds to apply.

We have implemented policies to support this aim and are proud to offer flexible working practices and a caring culture. If you need any reasonable adjustments for any part of the recruitment process and/or working environment, please let us know, in confidence, so we can discuss these with you.
Overall Purpose of the Role:

To be a key stakeholder in the organisation's move to cloud, primarily focused on the Microsoft Azure / M365 technology stack.

Act as a subject matter expert for cloud technologies in the business and provide specialist technical implementation skills alongside operational support in accordance with the Bank's strategy, budget and policies & procedures.
Key Accountabilities

Cloud and Infrastructure:
• Drive cloud infrastructure enhancements in line with agreed budget and strategy.
• Scope and deliver cloud services, ensuring documentation and handover for ongoing support arrangements within the IT team.
• Engage and support stakeholders throughout the wider business in leveraging and adopting the latest cloud native application architectures.
• Ensure all cloud solutions accommodates the latest security recommendations in line with best practice.
• Support the IT Manager & Head of Operational Resilience to ensure the availability, operational capability and security of all systems within Charity Bank.

IT Projects:
• Supervise and oversee relevant projects assigned by the business (develop, plan and implement). Support to the wider IT teams projects and/or tasks in their absence. Review and suggest further projects/tasks to improve the operation of the IT team.

Security:
• Administer (internally and remotely) and monitor services to maintain system security and integrity. Perform regular system maintenance, capacity monitoring and security updates.
• Work with the IT Manager to ensure that all risks to the IT systems are identified and mitigated, to limit risks and downtime and ensure the Bank supports all data security and compliance requirements.
• Assist with technical vulnerability assessments of IT systems and processes to identify potential vulnerabilities and then make recommendations to mitigate any risks.
• To respond rapidly and effectively to Cyber and Information Security incidents, assisting with any incident to remediate any tasks and investigate and document the root cause analysis.
• Help maintain the Banks cyber and infosec accreditations e.g., Cyber Essentials Plus, IASME Cyber Assurance.

Help Desk Support:
• To work alongside the wider IT team to ensure all Service Desk tickets and changes are responded to in a professional, timely and efficient manner so that issues are resolved quickly and with minimum disruption to the business.
• Manage the 1st line service desk when staffing availability dictates and supervise the overall IT operational and service desk function in the absence of the IT Manager.
• Demonstrate excellent communication skills to the end user and the IT team and competently escalate issues to the IT Manager and/or 3rd Party, which cannot be resolved, in a clear and timely manner to enable the IT Team to resolve issues quickly and efficiently.
Key Accountabilities

Policy and procedures:
- Assist the IT Manager in overseeing all IT policies and procedures to ensure they remain compliant with regulations and are adhered by end users.

Reporting:
- Support the production of written reports on the status of the IT environment as required.
- Support internal and external auditors to ensure that regular audits are conducted to provide assurance on financial and commercial processes and controls.
- Gather and present the appropriate KPI data on a monthly and ad hoc basis.

Outsourcing and Third-Party Services:
- Support IT in managing 3rd party contracts in accordance with agreements in place and regulatory requirements to ensure continuity of service delivery in line with business requirements.

Backup BCP & DR:
- Manage and maintain system backups ensuring recoverability and security in line with the banks data retention, BCP and DR policies.
- Plan and provide support to any disaster recovery tests and/or invocation including post recovery write ups.

Staffing:
- Act as a Deputy for the IT Manager, provide cover for the IT Manager in their absence and provide ongoing assistance with the development of the 1st and 2nd Line to expand their IT knowledge.

Training and Support:
- Provide training and support to the rest of the IT team where required.

Other Requirements:
There will be occasional need to work longer hours to meet deadlines or to work outside normal business hours to ensure that IT fixes, solutions or projects can be implemented with minimum disruption to the operation of the Bank.

There may be a requirement to attend the main Tonbridge Office in the event of an incident.

Key Contacts:
- Internally – All employees, line managers and members of the Executive Committee and Board with occasional off-site visits
- Externally – Act as a point of contact with 3rd party companies in accordance with contract agreements.
# Person Specification

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<tr>
<th>Essential</th>
<th>Desirable</th>
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<tr>
<td><strong>Experience</strong></td>
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<tr>
<td>• Azure and other cloud computing experience particularly around cloud migrations.</td>
<td>• Training experience for End Users and 1st/2nd Line staff</td>
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<td>• High level experience with both practical applications and IT literacy</td>
<td>• 3rd and/or 2nd line helpdesk support</td>
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<tr>
<td>• Knowledge of core networking, Hyper-V, Windows server, Active Directory/ Azure AD, RDS, Storage Area, Networking etc.</td>
<td>• Working knowledge of AI, PowerShell, and automation technologies.</td>
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<tr>
<td>• IT literate with end user and support knowledge of Office 365 suite and applications.</td>
<td>• Experience with mobile device management solutions.</td>
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<tr>
<td>• Experience working within latest windows server and client operating systems.</td>
<td>• Financial/Banking background or equivalent</td>
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<td>• Experience of working in a small team environment</td>
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<tr>
<td>• Experience with backup and business continuity products</td>
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<tr>
<td><strong>Attainments</strong></td>
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<tr>
<td>• Educated to GCSE level (or equivalent) to include qualifications of A-C grades in Maths and English</td>
<td>• Azure &amp; M365 accreditations</td>
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<td>• Willingness to learn other computer applications.</td>
<td>• ITIL Qualification</td>
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<td>• Customer service skills</td>
<td>• Prince 2 Foundation</td>
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<td>• Ability to work with minimal supervision</td>
<td>• Infosec Qualifications</td>
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<td>• High degree of work accuracy</td>
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<td>• Professional and polite telephone conduct</td>
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<td>• High degree of organisation and time management skills</td>
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<td>• Ability to prioritise tasks and understand in-house response timeframes for closing off issues efficiently</td>
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<td>• Ability to develop IT projects from planning to completion</td>
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<td>• Professional communication skills within the team and with all levels of personnel.</td>
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<td><strong>Special Aptitudes</strong></td>
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<td>• Flexibility to work beyond normal office hours of the role to provide support as and when required</td>
<td>• A creative mind with an ability to think logically</td>
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<tr>
<td>• Motivated to learn other computer applications</td>
<td>• Quick learner</td>
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<td>• Keen to progress personal development skills</td>
<td>• Achieving successful outcomes is a motivator</td>
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<td>• Excellent team player</td>
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<td><strong>Thinking Style</strong></td>
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<td>• Comfortable with a variety of repetitive tasks</td>
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<td>• Problem Solving</td>
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<td>• Methodical</td>
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<td>• Demonstrates strong support to IT Manager and team</td>
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<td><strong>Circumstances</strong></td>
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<td>• The job holder has quick and easy access to the main office in Tonbridge</td>
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The **benefits**

In addition to salary Charity Bank offers a generous benefits package.

**Available at point of joining:**

- **Annual Leave** – 25 days per annum plus bank holidays, pro-rata in year of joining (and also for part-time), with opportunity in increase to a maximum of 30 days (pro-rata)
- **WeCare** – free access to online 24/7 GP and Second Medical Opinion service
- **Employee Assistance Programme** – Health/Work/Life concerns 24/365
- **Perkbox** – employee discounts and deals to help save money
- **Contributory Pension Scheme** – auto enrolment in place
- **Bank Workers Charity** – guides and webinars on money, health, relationships, work etc
- **Life Assurance** – 3 x salary paid to beneficiaries if death in service
- **Private Medical Cover**, subject to eligibility criteria
- **Group Income Protection**
- **Car or Season Ticket Loan Scheme**
- **Cycle to Work and Cycle Loan Scheme**
- **Computer Loan Scheme**
- **Enhanced absence payments** (inc. maternity, paternity, adoption, and sickness). Subject to eligibility criteria
- **Give as You Earn Scheme** – charity donations of up to £250 per annum are matched by Charity Bank
- **Additional Annual Leave Purchase Scheme** – up to 5 days (pro rata) to a maximum of 30 days per year (pro-rata)
- **Volunteering** – opportunity to volunteer at a charity, social enterprise, or community group each year.
Registered Office:
The Charity Bank Limited, Fosse House, 182 High Street, Tonbridge, TN9 1BE. Company registered in England and Wales No. 4330018. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Financial Services Register No. 207701. Member of the Financial Services Compensation Scheme (FSCS).