

### Job Role Description

<b>Job Title</b>	IT Manager
<b>Reporting To</b>	Finance Director
<b>Direct Reports</b>	
<b>Working Hours</b>	37.5 hours per week, Monday to Friday
<b>Start Date</b>	Dec 2023

#### **We Are Welland**

Welland Medical brings to market the best and most innovative products that enhance the lives of people living with a stoma across the world. Investing in the most talented people, collaborating to create world-class, ground-breaking products and services devoted to improving peoples' lives. We are passionate about making a difference in the world. Our reputation is based on a tradition of improvement, ethical leadership, and total commitment to quality and safety. Welland Medical Ltd®, established in 1988 is part of the CliniMed® Group, and has over 250 colleagues committed to enhancing people's lives.

#### **Our Values:**

##### **Excellence:**

We collaborate by embracing differing perspectives to make better decisions and continuously improve.

##### **Innovation:**

We pride ourselves on our innovative spirit by creating novel solutions within the workplace and in stoma care.

##### **Integrity:**

We commit to empower and respect each other, ethically, honestly and with fairness.

##### **Quality:**

We are passionate about recognising talent and providing an equal and supportive workspace for all to thrive.

##### **Wellbeing:**

We commit to setting the highest standard of quality in everything we do to enhance people's lives every day.

#### **Summary Of The Role**

As an IT manager, you will work closely with the rest of our team to ensure that our company is using the most up-to-date technology to run our business.

You will be responsible for ensuring that the hardware and software used by our company is compatible, secure, and scalable. You will also be responsible for managing our internal network and providing support for our colleagues.

### **Main Duties and Responsibilities**

As part of your role at Welland, you will be fully integrated within the Finance and Admin team, with focus and ability to:

- To support the Senior Leadership Team by aligning the IT infrastructure to achieve current and future business requirements.
- To analyse business requirements by partnering with key stakeholders across the organization to develop solutions for IT needs.
- Build relationships across the business by providing IT support, including but not limited to network administration and onboarding of new employees.
- Take ownership of business continuity and disaster recovery plan for IT.
- Ensure security of data, network access and backup systems
- Ownership of the IT budget for OPEX and CAPEX. Assess vendors and develop test strategies for new hardware and software.
- Manage IT staff by recruiting, training, and coaching employees, communicating job expectations, and appraising their performance.
- Lead large IT projects, including the design and deployment of new IT systems and services.
- Perform ongoing support and maintenance of all hardware, software, and network components.
- Liaise with and manage IT third party suppliers as required.
- Provide regular reports to the Finance Director regarding network and Helpdesk performance and projects progress.
- Provide IT support for company projects when needed.
- Ensure smooth implementation of policies related to network security, disaster recovery, and IT infrastructure.

### **Other Duties:**

A degree of flexibility is necessary, as the role may require some weekend working based on business needs. The job holder may be required to perform work not specifically referred to above and which will be appropriate to the level of the role. All duties must be carried out in compliance with company Quality System, health and safety policies and regulations set out in the Medical Device Directive.

### **Incentives:**

Our colleagues are at the heart of what we do. Our passion for our colleagues wellbeing is reflected in our values and we offer (and not limited to) the following perks to all our colleagues:

- Competitive company pension, that increases with length of service
- Health benefits
- Life insurance
- 25 holiday days plus statutory bank holidays
- Company Christmas shut down
- Discount at a number of high street retailers and other local discounts
- Complementarity company day
- Free onsite parking (including electric vehicle charging)
- Cycle to work scheme

**Person Specification: IT Manager**

Essential	Desirable
<p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>IT (Professional certifications)</li> <li>Maths and English – educated to GCSE standard</li> </ul>	<p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li></li> </ul>
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>Previous IT Manager experience</li> <li>Network/IT Systems Administration</li> <li>IT Support</li> <li>IT Strategy</li> <li>Coaching and managing a team</li> </ul>	<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>Working in IT for a manufacturing company</li> </ul>
<p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>Knowledge of IT systems and processes gained through qualifications and experience.</li> <li>Proficient in the working of servers, networks, computers, and peripherals</li> <li>IT security</li> <li>Operating Systems</li> <li>Microsoft Applications</li> <li>Up to date on efficient use of software</li> </ul>	<p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>Broad knowledge on available software/IT solutions</li> </ul>
<p><b>Skills and Abilities</b></p> <ul style="list-style-type: none"> <li>Customer Service Skills</li> <li>Administrative skills</li> <li>Time management skills</li> <li>Team player and the ability to work independently.</li> <li>Attention to detail.</li> <li>Excellent standard of written English</li> <li>Excellent Interpersonal and communications skills and ability to communicate at all levels.</li> <li>Have an adaptable approach and willing to help in areas outside normal role</li> </ul>	<p><b>Skills and Abilities</b></p> <ul style="list-style-type: none"> <li>Able to multitask and have a methodical approach and prioritising workload.</li> <li>Ability to empathise with user problems.</li> <li>Understanding of how to implement software projects</li> </ul>
<p><b>Personal</b></p> <ul style="list-style-type: none"> <li>Self-motivated</li> <li>Empathy</li> <li>Reliable</li> <li>Proactive</li> </ul>	<p><b>Personal</b></p> <ul style="list-style-type: none"> <li>Sense of humour</li> <li>Interest in IT developments</li> </ul>

This is a description of the job as it exists at present. All Job Descriptions are liable to variation in order to reflect any future role/obligations change and employee development.

**Candidate Name**

Signed: ..... Date.....

**Manager Name**

Signed: ..... Date.....