



## Job description

Job title:	Systems Manager
Reporting to:	Head of Operations
Department:	Operations
Location:	Fully remote (UK-based)
Salary:	Manager (£33,421 - £40,000 pa)
Benefits:	25 days' annual leave + 1 day accrued for every full year of service up to 30 days + bank holidays + Christmas closure + birthday off 5% employer pension contribution Medical cash plan Learning and development portal Flexible working culture
Contract:	Full time (37.5 hours per week), permanent

We are looking for an experienced systems manager to manage internal systems, with a particular focus on Salesforce. In the role, you'll be responsible for providing in-house systems support and systems administration for platforms and systems used by nurtureuk's team, working alongside external developers and outsourced IT support. You'll also be responsible for providing key support on information security.

Nurtureuk is a charity that has been working with schools for many years to improve the social, emotional, mental health and wellbeing (SEMH) of children and young people. We help schools remove barriers to learning by promoting nurture in education.

We believe in a whole-school approach to promote access to education for all. With increasing numbers of children and young people affected by social, emotional and behavioural difficulties inhibiting their progress and limiting their life chances, nurtureuk has developed a range of interventions and support to give vulnerable children and young people the opportunity to be the best they can be.

With the continued school attendance crisis, rise in exclusions and misunderstood behaviour support, the need for our work has never been greater, and the potential is clear. We have a dedicated team, trustees, and a CEO who is passionate about education and the development of young people.

## About the role

Your main responsibilities will include:

- Acting as asset owner of nurtureuk's internal systems
- Providing internal administration and development of Salesforce
- Leading discovery and development projects to improve nurtureuk's internal systems
- Managing external developers and support contracts related to systems
- Supporting administration of an information security management system to maintain ISO27001 accreditation
- Managing systems access and changes to systems, access rights and privileges
- Maintaining data infrastructure for dashboarding and reporting
- Providing support and training to colleagues on key aspects of internal systems

## Main duties

The elements listed below are not intended to be an exhaustive detail of all duties and responsibilities of the role and you will be expected to carry out any other reasonable duties that are consistent with the competency level, skills, expectations, and requirements of the role.

## Owning, managing and improving internal systems

- Acting as asset owner for nurtureuk's internal systems
- Providing systems administration for Salesforce and related systems
- Working with colleagues to identify and prioritise systems improvements and developing solutions that match business needs
- Managing data infrastructure for dashboarding, reporting and insights

## Developing digital capabilities

- Identifying, planning and delivering actions to improve digital capabilities on time and on budget
- Leading and managing digital improvement projects
- Managing key digital suppliers and support contracts

## Supporting colleagues on internal systems

- Designating and managing systems champions and super-users
- Supporting colleagues to develop skills and sourcing and assigning suitable training
- Developing a culture of self-service for most systems support
- Developing and maintaining effective working relationships with colleagues

## Supporting information security

- Managing access to nurtureuk's systems by staff and consultants
- Assessing and signing off changes to systems with security implications
- Contributing to security reviews
- Maintaining ISO27001 registers and records
- Supporting external reviews of information security and reaccreditation

## Person specification

We are seeking to appoint a dynamic and reliable individual to support, manage and improve systems within our rapidly evolving children's charity.

We are looking for an organised and methodical individual with strong technical and communication skills and an approachable manner.

### Education, experience and knowledge:

Strong candidates should have all or most of the following:

- Strong technical skills and a digital-first mindset
- Experience in maintaining and improving Salesforce and other systems
- Strong organisational skills with the ability to prioritise, manage time effectively and meet deadlines whilst working independently and proactively
- Project management experience
- Creative problem-solving skills
- Ability to work in a team environment, and good interpersonal skills
- Ability to develop and maintain good working relationships with a range of stakeholders
- Good attention to detail, and the ability to keep accurate records and work at pace
- Familiarity with information security principles
- Familiarity with transforming, cleansing and maintaining data

Person Specification		
	Essential	Desirable
<b>Professional/ Education Qualifications</b>	A professional with proven experience in the specialised area of work outlined above	Salesforce administration certification  Other relevant technical qualifications

<p><b>Experience</b></p>	<p>Experience in administering, maintaining and improving Salesforce and other systems</p> <p>Delivering day-to-day operations with personal responsibility and discretion</p> <p>Experience of leading discovery and implementation for technical developments</p> <p>Project management experience</p>	<p>Experience of customer support and customer service using helpdesk/ticketing systems</p> <p>Experience of ISO27001</p>
<p><b>Knowledge and skills</b></p>	<p>Good written and verbal communication skills</p> <p>Ability to solve problems and make decisions in a structured way</p> <p>Strong organisational skills with the ability to prioritise, manage time effectively and meet deadlines</p> <p>Familiarity with Google Workspace products</p> <p>Familiarity with information security principles</p> <p>Familiarity with techniques for extracting, cleaning, transforming and maintaining data</p>	<p>Familiarity with agile development methodologies</p> <p>Skills in SQL</p> <p>Skills in using data ETL and warehousing tools (e.g. BigQuery, Redshift, Azure)</p> <p>Skills in using data dashboarding and visualisation tools (e.g. Tableau, Power BI, Looker Studio)</p>

<p><b>Personal attributes</b></p>	<p>Ability to work independently and proactively</p> <p>Good attention to detail and the ability to keep accurate records and work at pace</p> <p>Ability to develop and maintain good working relationships with a range of stakeholders</p> <p>A collaborative approach to team working</p> <p>Ability to manage a fast-paced, unpredictable workload with professionalism and enthusiasm</p> <p>A passionate commitment to improving the lives of children and young people</p>	
<p><b>Other</b></p>	<p>Up-to-date DBS</p> <p>Data protection awareness</p> <p>Safeguarding awareness</p> <p>Willingness to undertake CPD to develop within the role and organisation</p>	

## How to apply

Email your CV and a covering letter, outlining how you meet the person specification, to [melissa@nurtureuk.org](mailto:melissa@nurtureuk.org) We are also keen to hear why a role at nurtureuk would meet your personal values and career aspirations.

## Key dates

- **Deadline for applications:** Friday 10th January 2025 at 12 noon
- **First round interviews:** w/c 20th January 2025 (competency based questions)

## Employee benefits

Nurtureuk is committed to being an equal opportunities employer. We welcome applications from people from all backgrounds and with all different kinds of life experiences. We operate with an inclusive culture which is representative of the Six Principles of Nurture that we adhere to and promote through our work. We particularly welcome applications from male identifying candidates and candidates from a Black, Asian or other minority ethnic background as they are currently under-represented within the nurtureuk team. If you have the right skills for this role, we want to hear from you.

Nurtureuk is a fully remote employer, and we operate with a strong culture and commitment of trust in the team. We supply the resources necessary to create a comfortable working environment from home. We allow for flexible working to be self-managed by the team, so they may work around their other personal commitments.

All employees receive 25 days' annual leave plus an additional day for each full year of service, up to a limit of 30 days. This is in addition to all bank holidays and Christmas office closure. Nurtureuk pays a 5% employer contribution to pensions and also offers a Medicash employee benefits package. This includes cover for a virtual GP, routine dental and optical care, specialist consultations/diagnostics, complementary and alternative therapies, prescriptions, flu jabs and discounted gym membership. There is also access to a 24/7 Employee Support Service providing mental health and wellbeing support.

## About nurtureuk

We are nurtureuk, an organisation dedicated to improving the social, emotional, mental health and wellbeing of children and young people. We've been at the forefront of the nurture movement for over 50 years, and today – with ever more children and young people affected by issues that can impact their learning – our work is more vital than ever.

## Our vision

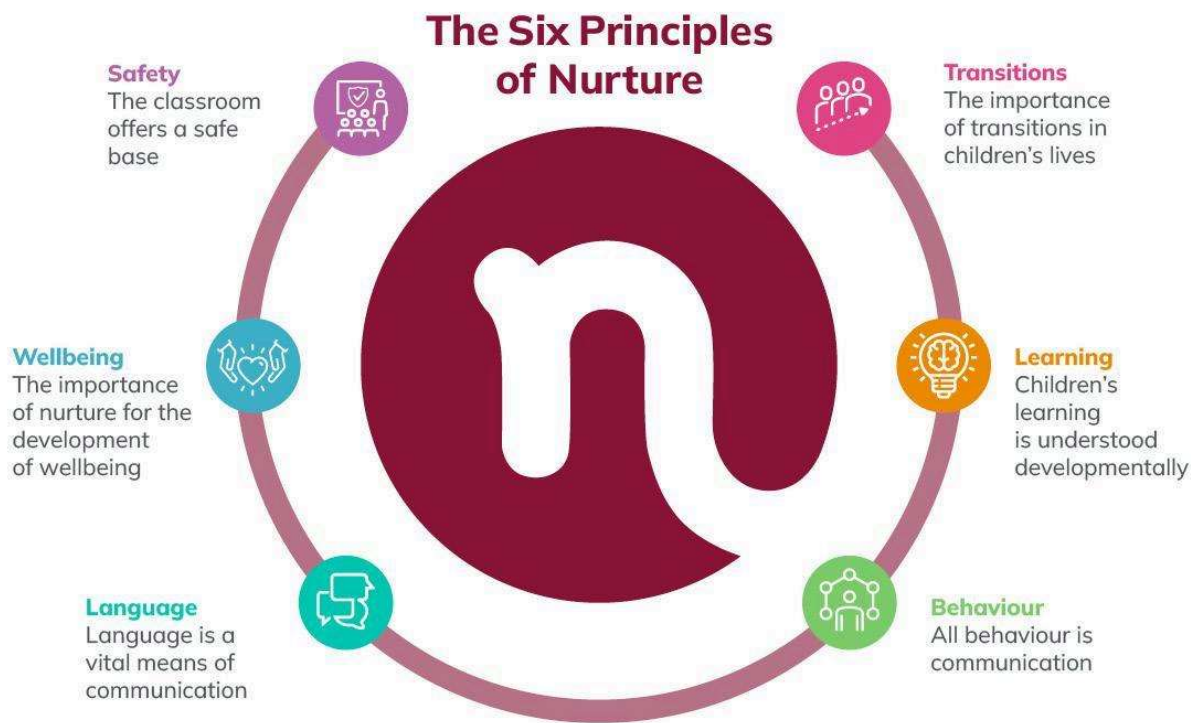
A world where:

1. Child development isn't limited by lack of nurture in education
2. Adults working with and caring for Children and Young People are supported and equipped with evidence-based tools to help them flourish and learn

## Our mission

Nurtureuk is dedicated to improving life chances of every child and young person by promoting nurture across the whole education system and beyond:

- We are proud of being a charity and driven by social purpose
- Children and young people's development is at the heart of everything we do
- We want to amplify the benefits of nurture for every Child and Young Person within and beyond the classroom
- We are evidence-based and practice-led in line with the Six Principles of Nurture



Authors: Eva Holmes and Eve Boyd

## What is nurture?

The concept of nurture highlights the importance of social environments – who you're with, and not who you're born to – and its significant influence on social emotional skills, wellbeing and behaviour. Children and young people who have a good start in life are shown to have significant advantages over those who have experienced missing or distorted early attachments. They tend to do better at school, attend regularly, form more meaningful friendships and are significantly less likely to offend or experience physical or mental health problems. The nurturing approach offers a range of opportunities for children and young people to engage with missing early nurturing experiences, giving them the social and emotional skills to do well at school and with peers, develop their resilience and their capacity to deal more confidently with the trials and tribulations of life, for life.

## History

Nurture groups were the brainchild of educational psychologist Marjorie Boxall in 1969. Large numbers of young children were entering primary school in Inner London with severe emotional, behavioural and social difficulties, which led to unmanageable rates of referral for placement in special schools or for child guidance treatment. Boxall understood that the difficulties presented by most of these children were a result of impoverished early nurturing, meaning they were not able to make trusting relationships with adults or to respond appropriately to other children. They were not ready to meet the social and intellectual demands of school life, which further damaged their already fragile self-confidence and self-esteem.

For more information please visit: [nurtureuk.org/what-we-do/introducing-nurtureuk](https://nurtureuk.org/what-we-do/introducing-nurtureuk)