

**Creative Support Ltd, Head Office**

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IT and Digital Development Manager**Reference: 84299****IT Department, Head Office, Stockport Town Centre**

Thank you for your interest in the above post, please find the specific role requirements and duties for this post detailed in this document. When completing the application form you may submit additional documentation or attach a CV, however we cannot accept a CV as a completed application.

Closing Date: 01 March 2026

Once you have submitted your application form please allow 7 working days after the closing date for a response. Please return the application form by email to recruitment@creativesupport.co.uk or by post to Recruitment, Creative Support, Head Office, Wellington House, 131 Wellington Road, Stockport, SK1 3TS.

If you have any queries about this role please contact Tracey Cornhill, Director by emailing Tracey.Cornhill@creativesupport.co.uk

We are very much looking forward to receiving a completed application from you.

Yours faithfully

Recruitment Department



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JOB DESCRIPTION – IT AND DIGITAL DEVELOPMENT MANAGER

IT Department, Head Office, Stockport Town Centre

- Based:** Head Office, Stockport with the expectation of national travel
- Hours:** 37.5 hours a week (part time will be considered for no less than 30 hours).
The working pattern will generally be Monday – Friday during office hours.
- Responsible to:** Director for Innovation and Transformation. You will also work other key stakeholders and external parties as required.

Summary of the Role:

This senior leadership role is responsible for setting the strategic direction, delivery, and continuous improvement of the organisation's technology services. The post holder will oversee workplace technology, infrastructure, networks, IT service management, and third-party suppliers, ensuring services are secure, resilient, cost-effective, and aligned to the organisation's mission and values. Operating as part of the senior leadership team, the role contributes to the organisation's overall digital and data strategy, working closely with the Director for Innovation and Transformation, trustees, partners, and external stakeholders

This postholder will lead and manage the organisation's technology services, ensuring colleagues have reliable, secure and up-to-date tools and systems to support their work. You will play a key role in shaping the organisation's technology direction and driving change initiatives that improve how frontline services are delivered. You will be responsible for ensuring we provide responsive, customer focused IT support, offering high-quality advice, effective support and timely resolution of issues. In addition to daily operational oversight working alongside the IT Manager, you will lead and deliver technology projects and improvement programmes that modernise systems, strengthen resilience and keep the organisation aligned with best practice. You will act as a key point of contact for technology change, working collaboratively with colleagues at all levels to understand organisational needs and translate them into practical technology solutions. You will also be involved in the procurement and management of IT goods and services, ensuring value for money, effective supplier performance and responsible use of organisational resources.

You will be a strategic thinker with strong problem-solving skills, you will have the ability to translate organisational needs into practical, well evidenced technology solutions and be comfortable with hands-on delivery. A core part of the role will be ensuring a strong cyber security posture. You will lead on cyber security controls, patch management and system updates, ensuring risks are identified, managed and reduced in a proportionate way. You will ensure that infrastructure, applications and devices well monitored and kept secure, compliant and fit for purpose, working proactively to prevent issues rather than responding to them.

Main Duties and Responsibilities

Strategic Leadership

- 1.1 Influence and support our digital strategy that supports the organisation's mission, objectives, and business priorities.
- 1.2 Working with colleagues to understand organisational needs, challenges, and opportunities, and translating these into clear, evidence-based technology requirements as part of the wider business strategy.
- 1.3 Lead the development of digital platforms, workplace tools, infrastructure, and IT service management capabilities.

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- 1.4 Ensure our technology services are fit for purpose, secure and support operational functions whilst meeting compliance requirements.

Technology Services & Operations

- 2.1 Have oversight and work with the IT services manager to ensure our IT workplace applications including infrastructure, networks, emails, server have robust access management.
- 2.2 Play a key role in managing relationships with third-party suppliers and partners, including contract negotiation, performance management, service reviews, and risk management.
- 2.3 Ensure third-party contracts deliver value for money, meet service level agreements, and comply with security, data protection, and organisational standards
- 2.4 Use data, insight, and user feedback to continuously improve products, services, and supplier performance
- 2.5 In conjunction with the IT Manager ensure effective IT service management, including user support, incident, disaster recovery and Business Continuity Plans are in place with a view of continuous service improvement.
- 2.6 Ensure core IT areas such as infrastructure (on-prem and cloud), networks, systems administration, identity and access management, and enterprise applications (e.g. Microsoft 365, SharePoint) are well managed.
- 2.7 Provide oversight for workplace technology, infrastructure, networks, IT service management, and third-party suppliers as required.
- 2.8 Lead the mobilisation of new technology products and services across their full lifecycle, from identification and business case development through implementation, adoption, optimisation, and retirement.
- 2.9 Ensure product and service roadmaps are aligned with organisational priorities, user needs, and available resources
- 2.10 Apply technology best practice in a pragmatic way, adapted to the needs and constraints of a not-for-profit organisation.

Cyber Security, Risk and Resilience

- 3.1 Ensure proportionate management of cyber and technology risks, compliance with relevant standards and policies, and ongoing improvement of security posture.
- 3.2 Support efforts to strengthen organisational resilience and business continuity.
- 3.3 Oversee on cyber security, including security controls, patch management, system updates, and risk identification and mitigation.
- 3.4 Lead and direct the organisation in achieving and maintaining Cyber Essentials Plus accreditation.
- 3.5 Ensure strong cyber security practices are embedded and consistently applied across the organisation.

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- 3.6 Oversee infrastructure, applications, and devices are proactively monitored, secure, compliant, and well maintained.

Financial and Commercial Management

- 4.1 Always ensure technology represents an investment, ensuring value for money and responsible use of funds.
- 4.2 Lead procurement, supplier management, and contract negotiations where required.
- 4.3 Complete Business Requirement documentation where required to ensure any new solutions meet organisational needs, ensuring consideration of security and finances.
- 4.4 Support with third-party and outsourced service providers to ensure contracts are delivered as per the specification and regular monitoring in place.

Project and Change Management

- 5.1 Oversee change management and user adoption activities to ensure new products and services are embedded effectively across the organisation.
- 5.2 Balance strategic oversight with hands-on involvement to ensure successful delivery and ongoing value from technology investments.
- 5.3 Embed a customer focused, collaborative, and agile culture aligned with our values.
- 5.4 Lead and deliver technology projects and continuous improvement programmes to modernise systems and strengthen organisational resilience - translating organisational needs into practical and well-evidenced technology solutions.
- 5.5 Drive technology-enabled change to improve the delivery and effectiveness of front-line services.

Leadership

- 6.1 Support, mentor and develop our IT services team, championing equality, diversity and inclusion while building a team with complementary skills and perspectives.
- 6.2 Where required, to support with the development and completion of projects lead and oversee team members.

Stakeholder Engagement

- 7.1 Work closely with senior leaders, operational teams, and trustees to ensure technology enables organisational impact.
- 7.2 Develop strong relationships with external partners such as suppliers and Insurers to ensure effective collaboration, risk mitigation and the ongoing delivery of compliant services.
- 7.3 Oversee the organisation's technology services to ensure colleagues have reliable, secure, and up-to-date tools and systems.

Other Responsibilities

- 8.1 Undertake any required training or professional development to maintain up to date knowledge of relevant technology standards, product management best practices, data protection, security, and regulatory requirements.

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- 8.2 Engage in regular supervision with the identified line manager and to produce verbal and written progress reports and data relating to areas of responsibility.
- 8.3 Carry out all work in a proactive, respectful and professional manner which reflects the aims and values of Creative Support.
- 8.4 Respond positively to all reasonable requests for advice and assistance.
- 8.5 Maintain confidentiality at all times in accordance with to Creative Supports Policy and the framework of the Data Protection Act.
- 8.6 Protect the positive reputation of Creative Support.
- 8.7 Observe company policies, procedures and guidelines for good practice.
- 8.8 Any other duties as required.

PERSON SPECIFICATION – IT AND DIGITAL DEVELOPMENT MANAGER

IT Department, Head Office, Stockport Town Centre

	QUALITIES REQUIRED	How Assessed	Essential/ Desirable
1.	Proven experience as a Project Manager working on digital projects.	Application & Interview	Essential
2.	Degree in a computing, technology, or related field, or equivalent practical experience.	Application	Essential
3.	Experience working with senior leaders and non-technical stakeholders to explain risks, options, and outcomes clearly.	Application	Essential
4.	Proven experience leading technology transformation, including modernisation of legacy systems and adoption of cloud or hybrid environments.	Application & Interview	Essential
5.	Ability to produce strategic reports, manage data and generate professional correspondence and reports	Application & Interview	Essential
6.	Leadership experience with a track record of building effective, diverse teams and improving customer or user experience.	Application & Interview	Essential
7.	Experience with information security frameworks and standards (such as Cyber Essentials Plus, ISO 27001, or similar), risk management, data protection, incident response, and business continuity planning.	Application & Interview	Essential
8.	Excellent verbal communication including listening and presentation skills with the ability to adapt communication style to suit the audience and experience of consulting with stakeholders.	Application & Interview	Essential
9.	Experience of working with cross-functional teams and internal stakeholders	Interview	Essential
10.	Critical thinking and analytical skills and ability to solve complex problems	Interview	Essential
11.	Excellent organisational, time management and delegation skills and the ability to manage competing priorities	Application & Interview	Essential
12.	A conscientious, discreet and diligent approach with excellent attention to detail.	Application & Interview	Essential
13.	Experience of working with third party suppliers and managing contracts.	Application & Interview	Essential
14.	Ability to demonstrate self-management and personal resilience in a fast-paced environment	Interview	Essential
15.	Willingness to work flexibly according to the long and short-term changing needs of a busy office including travelling to locations as required.	Application & Interview	Essential
16.	Commitment to excellent customer care and to providing an outstanding experience to all users	Application & Interview	Essential
17.	Experience of writing clear product documentation including user stories, roadmaps etc	Application	Essential
18.	Willingness to accept supervision and work to agreed KPI's within timescales	Interview	Essential
19.	An open, inclusive and empathetic approach, demonstrating strong listening skills, emotional intelligence and a genuine commitment to collaborative, respectful working relationships.	Application & Interview	Essential

TERMS AND CONDITIONS – IT AND DIGITAL DEVELOPMENT MANAGER

IT Department, Head Office, Stockport Town Centre

Salary:	Up to £55,000 per annum dependent on experience and qualifications	
	Point One:	£50,500 per annum
	Point Two:	£52,500 per annum
	Point Three:	£55,000 per annum
Please Note: Starting salary on the above scale will be agreed according to previous experience, salary and professional qualifications. Our pay date is the 15th of each month (or the Friday before if this falls on a Saturday or Sunday). You will be paid in arrears for the previous 4/5 weeks, dependent on your starting date within the month.		

Travel Expenses

Business mileage can be claimed at the current agreed rates. We will reimburse the costs incurred on company business on receipt of authorised claim forms. If you use a car for business purposes you will be required to have business use insurance. Your certificate of insurance must be made available for inspection.

Hours of Work

37.5 hours per week, to be worked according to the needs of the service. These will usually be worked during Monday to Friday between the office hours of 8am and 6pm. There is a need to travel to sites and services across the country and occasionally this will involve working longer hours or an overnight stay. The post holder will be expected to have a flexible approach to working hours in order to meet the needs of our staff and service users. Flexibility will then be considered within the working week to enable time for admin elements of the role. Part time role available 30 hours or more.

Work Location

The post is located at our Head Office in Stockport. We do not support home or hybrid working for this role.

Holidays

30 days annual leave pro rata plus 8 statutory days per annum plus 8 days bank holidays. If part-time these will be pro-rata to working hours.

Birthday Holiday Bonus

All employees are entitled to one additional day (pro rata for part time employees) annual leave to be taken two weeks either side of your birth date. If you do not take this additional day within that period, you will lose this entitlement for that year. Staff who are on maternity, paternity, adoption and sick leave at the time of their birthday will be entitled to take this additional leave upon their return to work.

Part Time Work

Annual leave and other entitlements are calculated on a pro-rata basis for employees working less than 37.5 hours. We take a positive view of part-time work and will consider reasonable requests for part time hours.

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Disclosure Checks

All appointments will be subject to an enhanced DBS check. DBS disclosures must be renewed every 3 years unless you have subscribed to the update service. Creative Support will pay for DBS checks.

Probationary Period

The first four months will constitute a probationary period. When this is successfully completed, future employment will be confirmed.

Sickness Policy

Creative Support operates a discretionary company sick pay benefit scheme which is for the purposes of preventing hardship during times of serious illness. The eligibility criteria and conditions for payment of Company Sick Pay (inclusive of SSP) are shown in the Employee Handbook. You may be eligible for Company Sick Pay benefits subject to compliance with these criteria as follows: -

- Creative Support do not pay for the first three days of any sickness absence.
- First twelve months service - not eligible for Company Sick Pay though you may be entitled to SSP.
- Twelve months to twenty-four months service - up to a maximum of four weeks at full pay.
- Twenty-four months plus service - up to a maximum of eight weeks at full pay followed by four weeks at half pay.

Pension

Creative Support operates an auto-enrolment pension scheme with the People's Pension.

Life Assurance

Staff become members of a non-contributory group life assurance scheme after 6 month's employment. This scheme provides a death in service benefit equivalent to two time's annual salary. Participation in this scheme is subject to the rules of the scheme as amended from time to time. We reserve the right to discontinue, vary or amend its life assurance scheme at any time on reasonable notice to you.

Discretionary Benefits

Creative Support offers discretionary benefits in addition to statutory benefits. These include:

- Enhanced paternity leave
- Enhanced maternity leave
- Discretionary compassionate leave of up to 3 days
- Discretionary carer's leave up to 5 days per annum

Employee Assistance Service

This is currently administered by Health Assured. This is a completely free service, offering valuable advice on benefits, financial matters, consumer advice, health and legal issues. There is also a free counselling service which is accessible 24 hours a day, 7 days a week. Anything discussed with Health Assured is completely confidential and will not be shared with Creative Support.

Welfare Fund

We offer confidential non-repayable welfare grants up to £350 to employees experiencing hardship.

Hospital Saturday Fund

You can join the Hospital Saturday Fund and pay your subscription through your salary. This is an easy and affordable way to help you spread the cost of healthcare such as dental, optical & physiotherapy. There is a choice of membership fees and benefits.

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Annual Rail Ticket

Discounted annual rail season ticket plans are available to employees through Northern Rail.

Payroll Giving

Administered by Charities Trust, a tax efficient way of donating a regular basis to any of the registered charities either large or small.

We Care Awards

We recognise our dedicated staff across Creative Support with standard, silver and gold awards for exceptional service aligned to our we Care values.

Your Rewards

Employee benefits and discount vouchers available through the Your Rewards website.

Long Service

Vouchers are awarded in the December following the 10th, 15th, 20th, 25th and 30th year anniversary of your continuous service date with Creative Support (£100, £150, £200, £250, £300 respectively).

Retirement Awards

We offer £100 bonus should you choose to retire from employment with Creative Support. All permanent contracted employees with at least two year's continuous service are eligible.

Refer a Friend Scheme

Staff who successfully refer a friend to Creative Support's employment can claim £200 (£100 worth of vouchers when their friend starts work and another £100 worth of vouchers when their friend passes their probationary review after four months of employment.)

Uniform

If applicable you will be provided with a uniform and protective equipment.

Company Devices

You will be provided with mobile smart phone and laptop. Please note the employee will be liable for any damage or theft of these devices.

EDI & LGBTQ+ Employee Networks

The EDI and LGBTQ+ Networks are available to all our employees. The EDI Network advocates for our staff of colour whilst providing support and resources for employees who may face challenges related to diversity and inclusion. The LGBTQ+ Network promotes visibility and representation of LGBTQ+ individuals within the company.