



Post Title:	Property & IT Manager
Reports to:	Head of HR & Internal Operations
Job Purpose:	To manage the office/centre environment and facilities including IT.
Job location:	On-site in the central Surrey area (we are currently based in Fetcham, near Leatherhead)
Hours of work:	Full time (36 hours) usually worked Monday – Friday, though flexibility to attend the centre during the evening and at weekends (with time off in lieu)

As Property & IT Manager you will ensure the centre is maintained to the highest standards, and that the day to day running of the internal operations remains smooth. You will co-ordinate externally with our IT supplier for all IT issues, as well as managing contractors where required. You will ensure compliance with health & safety requirements, and provide a visible and approachable presence for visitors, volunteers and staff.

Key Responsibilities

- **Contractor & Supplier Management** – Oversee service contracts, manage tenders, and ensure value and quality.
- **Operational Oversight** – Ensure the centre continues to run smoothly, carry out regular inspections, resolve issues promptly, and monitor building & IT performance.
- **Compliance & Safety** – Ensure statutory checks and health & safety obligations are met and documented.
- **Projects** – Work closely with the Head of HR & Internal Operations to deliver key projects outside of the day to day in line with the overall strategy.

Principal Accountabilities:

1. Manage internal IT issues, including computer problem solving, setting up of equipment, and asset lists. Provide telephone support to remote workers as appropriate and face to face support to other staff as required. Providing training on IT equipment to new starters, and to any staff members or teams who are in need of assistance.
2. Provide a link to our external IT providers (Allware), present recommendations to the Head of HR and Internal Operations.
3. Support Adult Services users of Surrey County Council (SCC) IT equipment by creating and deleting accounts where necessary, arranging the procurement and return of SCC IT equipment and advise on other IT related issues.
4. Manage the provision of mobile phones to staff, together with responsibility for mobile data management.
5. Take the lead on all premises related issues including the management of contractors on site, escalating issues as appropriate.
6. Provide IT and facilities management for the Charity, including compliance, accessibility and health & safety.
7. Leading the formation and delivery of the annual IT and facilities plan, with agreed projects and programmes, and reporting against this quarterly.
8. Take the lead on the annual Data Security and Protection Toolkit publication, working closely with the Head of HR and Internal Operations and Database and Data Co-ordinator, to agree responses and any actions required.
9. Work as part of the wider office team, stepping in to welcome guests and visitors to the charity when required, and taking on any wider support to assist with covering any absence (e.g. post).

Work Context:

This is a full-time post (36 hours per week) with a responsibility to help open up and close the office securely and to be a key holder. The job is essential to enabling the Charity to run smoothly and effectively. The work involves a considerable variety of tasks both internally and externally. It requires patience, discipline and close time management in order to prioritise and meet deadlines. Good interpersonal skills are essential to ensure all colleagues are supported and enabled.

The Charity constantly needs to reassess its priorities in line with a changing funding environment and the needs identified by its members

and service users. These factors are crucial to the charities survival and need careful attention. In order for the charity to successfully manage these pressures there is a need for all staff to be flexible and work wherever their core skills are needed most. No one will be asked to carry out work for which they are not properly trained.

Competencies Required

Strategic/Operational Management

Understanding the objectives in the strategy and how their work contributes to the success of Sight for Surrey and our mission.

Making Things Happen

Be proactive in the role. Achieving required standards of work. Managing their time effectively. Collaborating with others to make things happen. Handling difficult situations patiently, calmly and effectively, passing problems, with suggested solutions, to the Head of HR and Internal Operations

Communication

Communicating verbal and written information to the right people in a positive, accessible, timely and clear manner. Listening actively, demonstrating understanding of communications they receive and responding to them appropriately.

Developing Others

Sharing their knowledge and skills with others, where possible. Supporting others in their development and contributing positively to the development of their work.

Managing/Embracing Change

Seeking ways to continuously improve performance. Suggesting ways where improvements to internal operations could be made. Is open to new ways of doing things. Adapting positively to changes and feeding back the impact of changes to the Head of HR and Internal Operations.

Personal Impact

Presenting themselves effectively. Striving to develop the competencies they require to do their job. Acting with integrity and in line with the principles of equal opportunities. Respecting the people we support and acting politely and helpfully at all times. Respecting the opinion and expertise of others.

Customer Focus

Building good professional relationships with colleagues and external suppliers. Endeavouring to understand what they want and being responsive to their needs. Respond positively to feedback.

Use of IT

Using relevant technology pro-actively and effectively to do their job and support others through guidance and training. Facilitating and deploying IT requirements across the organisation, including helping troubleshoot relevant issues alongside our IT supplier where needed. Training will be available as appropriate.

Management of volunteers

Working effectively with a small team of volunteers to maximise impact for the Charity.

Required Skills and Qualifications:

- Experience of managing a premises/facilities/IT support, including managing suppliers and/or contractors.
- Excellent problem solving and communication skills.
- Experience of working in a busy people-focussed environment.
- General office administration experience.
- Experience of using Microsoft 365 and a variety of databases.
- Able to travel extensively across Surrey, including out of hours, when required.
- Must be comfortable with some moderate lifting.
- Able and willing to set up rooms for meetings/training.
- Skills and ability to conduct general maintenance/small repairs to the property/environment where appropriate.
- Able to co-ordinate volunteers helping with general maintenance duties.

Working Environment:

Office based with some external tasks.