

DRAFT JOB DESCRIPTION

Job title:	Systems Development Manager
Main purpose of role:	<p>The Systems Development Manager will lead our technology infrastructure and digital systems across the not-for-profit and commercial arm.</p> <p>The postholder will provide hands-on technical leadership to manage our integrated technology stack including:</p> <ul style="list-style-type: none"> ▪ Microsoft 365 ecosystem ▪ Dynamics 365 CRM ▪ Power BI analytics ▪ Sage Intacct ▪ CMS website platform <p>The successful candidate will play a key role in driving digital transformation initiatives, managing system integrations, improving user journeys, measuring impact and ensuring that our business critical platforms effectively support the organisation's strategic goals.</p>
Department:	Operations
Responsible to:	Head of Operations
Responsible for:	N/A
Based:	Hybrid
Salary:	<p>Starting salary: £34,314 – £42,708 depending on experience.</p> <p>Salary reviews apply.</p>
Benefits:	<ul style="list-style-type: none"> ▪ Flexible working hours ▪ Ethical pension scheme (5-7% employer contribution) ▪ Employee assistance programme and health cashback scheme ▪ Death in service benefit ▪ 28 days leave + 8 bank holidays (25 days annual leave & 3 closure days) ▪ Cycle to work scheme ▪ Animal companion compassionate leave ▪ Climate perks policy (up to 6 days additional paid time off when choosing sustainable transportation for foreign holidays)
Contract term:	Permanent
Hours:	<p>37.5 hours per week (Flexible working will be considered)</p> <p>Occasional out-of-hours working may be required to meet critical business needs.</p>
Date of issue:	July 2025

DUTIES AND RESPONSIBILITIES

Systems Management and Development:

1. Oversee the operational development and maintenance of our core technology stack including Microsoft 365 ecosystem, Dynamics 365 CRM, Power BI analytics, Sage Intacct and CMS website platform.
2. Lead system integration projects to ensure seamless data flow between platforms.
3. Manage tender processes for new technology implementations and work closely with external development agencies.
4. Develop and maintain system documentation, user stories, and acceptance criteria for development projects.

Project Leadership:

1. Lead cross functional digital projects from conception to delivery, ensuring alignment with organisational objectives.
2. Manage relationships with external development partners and technology vendors.
3. Coordinate system upgrades, migrations and new feature implementations.
4. Oversee website security, performance optimisation and maintenance protocols.
5. Capture user journeys and carry out impact assessments and demonstrate return on investment.

Data and Analytics:

1. Develop comprehensive reporting frameworks using Power BI and integrated analytical tools.
2. Ensure data integrity across all systems, particularly between CRM, finance and web platforms.
3. Implement data governance policies and GDPR compliance measures.
4. Create actionable insight reporting to support not-for-profit and commercial operations.

Team Development:

1. Mentor and support business users, fostering skill development and promoting best practices in technology use.
2. Work closely with marketing, communications and operations teams to understand their system requirements and help translate them into effective technical solutions.
3. Offer expert advice and hands-on support for digital marketing initiatives, user experience enhancements and system optimisation efforts.
4. Act as a bridge between technical and non-technical teams, identifying opportunities for process improvements and advocating for user-centric solutions.
5. Establish and maintain effective working relationships with technology partners and service providers to ensure seamless collaboration and alignment across all-party processes.

Strategic Planning:

1. Take ownership of continuous professional development to remain at the forefront of emerging technologies, development practices and systems architecture.
2. Contribute to long-term technology strategy and digital transformation roadmap.
3. Evaluate emerging technologies and recommend solutions to enhance operational efficiency.
4. Manage technology budgets and ensure cost-effective implementation of systems.
5. Ensure business continuity through robust backup, security, and disaster recovery protocols.

General:

The following duties are ones which all staff are required to perform:

1. Adhere to The Vegan Society's policies on Equality & Diversity, Health and Safety and Acceptable Use.
2. Always maintain data protection and confidentiality.
3. Observe health and safety procedures and always work safely.
4. Contribute to the overall ethos, work and aims of The Vegan Society and maintain good communication with all stakeholders.
5. Be responsible for your own continuing self-development, undertake training as appropriate to the working environment and location, and developments in your role.
6. Present a positive personal image, contributing to a welcoming environment and treat all users with courtesy and consideration.
7. Undertake any other duties as required by your manager to meet the changing needs and demands of The Vegan Society.
8. Attend organisational meetings as required.
9. Positively and actively promote The Vegan Society and its values.
10. Conduct yourself with professionalism, tact, and diplomacy at all times as a representative of The Vegan Society.

This job description is provided to assist the post holder to know their principal duties. It may be amended in consultation with the holder without change to the level of responsibility or remuneration appropriate to the post. The job description is not exhaustive, and you may be asked to carry out additional tasks which are appropriate to your job role, as required by your line manager.

Data Protection:

During the course of your employment, The Vegan Society is required to tell you about the personal data that we collect about you and what we do with that information, including how we use, store, transfer and secure your personal data. You shall at all times comply with all relevant data protection legislation and all obligations imposed on you under The Vegan Society's data protection policy and privacy notice from time to time in force.

It is a condition of your employment that, as far as is possible and practicable, you adhere to a vegan diet and lifestyle.

PERSON SPECIFICATION

Job Title:	SYSTEMS DEVELOPMENT MANAGER	
ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications/ Experience:	<ul style="list-style-type: none"> Minimum 5 years' experience in systems development, digital project management, or similar technical leadership role. 	<ul style="list-style-type: none"> Experience working in the not-for-profit or mission-driven organisations. Qualification in relevant technical field or equivalent professional experience.
Skills/Experience and Abilities:	<ul style="list-style-type: none"> Proven experience with CRM management and system integrations. Strong background in web development and content management systems. Experience working with external development agencies and managing vendor relationships. Demonstrated ability to translate business requirements into technical solutions. Project management experience with complex, multi-stakeholder initiatives. Experience with business intelligence and reporting tools. Experience with data analysis, reporting, and governance frameworks. 	<ul style="list-style-type: none"> Experience of Power BI Background in digital marketing, email marketing, or social media advertising systems. Familiarity with Power Automate for workflow automation. Experience with graphic design software such as Photoshop, InDesign and Illustrator Understanding of accessibility and user experience principles
Knowledge:	<ul style="list-style-type: none"> Proficiency with Microsoft 365 ecosystem and Dynamics 365 CRM. Familiarity with Content Management Systems. Understanding of web security, performance optimization and maintenance best practices. 	<ul style="list-style-type: none"> Knowledge of Sage Intacct finance system. Knowledge of Umbraco CMS. Knowledge of progressive web app development.
Personal Attributes and Qualities:	<ul style="list-style-type: none"> Strong problem-solving skills with ability to find creative solutions to technical challenges. Excellent communication skills for 	

	<p>liaising with both technical and non-technical stakeholders.</p> <ul style="list-style-type: none"> ▪ Leadership capabilities with experience mentoring team members. ▪ Detail-oriented approach with strong organisational and time management skills. ▪ Adaptability to work in a dynamic not-for-profit environment with commercial considerations. 	
--	--	--