



**Community
TechAid**

Strengthening
communities through
digital empowerment

**Technical Operations Manager
January 2023**



Community TechAid

At Community TechAid our mission is to end digital poverty by providing sustainable access to the technology, skills and opportunities to get online.

We are a small charity committed to supporting our local south London community online and raising awareness about the importance of digital inclusion. Through our circular economy, we repair and reuse technology, including laptops and smartphones, and pass them to those without. We extend the life of devices, teaching skills to our community through volunteering opportunities and encourage people to rethink their e-waste.

To date we have supported over 2400 people with a device of their own, and diverted thousands of devices from landfill. You can read more about our work in our latest [impact report](#).

We are at an exciting stage in our growth, keen to increase our impact and ensure that digital exclusion no longer exists as a barrier to living a healthy, happy life.

As part of our small team you will have the opportunity to help shape and influence our growth, whilst working closely with the community that we support.

Thank you for your interest in the role!

**You have had such a profound impact
on our community, working towards
digital equality for everyone, thank you**

- Local food bank



About the role

Job Title:	Technical Operations Manager
Reporting to:	Chief Executive Officer
Contract:	21 hours a week (3 days)
Salary:	£34,000 (pro rata)
Location:	London SW9 6DE
Contract:	Fixed term contract for 12 months

We are looking for a Technical Operations Manager to join our team. You will be an experienced individual with a high degree of technical ability, an analytical and practical mind and a passion for community work, with a desire to grow with Community TechAid. Our mission is to help bridge the digital divide, and you will share this vision to support the most vulnerable in our community by helping them get online.

Technology is central to our organisation. As our Technical Operations Manager, you will be responsible for all technical and production aspects of bringing technology to our recipients, from the high-level design of processes to work on the ground supporting individuals online. You will be driven by the goals and vision of the organisation and by the desire to see high standards in all the work we do. You will have proven experience in increasing organisational effectiveness and a demonstrated ability to both lead and build the capabilities of a team.

Community TechAid is based in our workspace office in Oval. You will be expected to work from here as needed, both to facilitate close coordination of your work alongside the Chief Executive Officer and Partnerships & Engagement Manager and to maintain core opening hours when others are not available to do so. Community TechAid is open Monday - Friday 9.30 - 5.30, however flexible working is encouraged and some work will be able to be completed remotely.

Benefits

- 32 days of annual leave (including bank holidays) - pro rata
- Pension Scheme
- Flexible working hours

Key Responsibilities

Device Pipeline

- Develop, implement, and continuously review and update technical and production procedures for device refurbishment, working closely with the Partnerships & Engagement Manager to integrate these with the input and output stages of the device pipeline.
- Coordinate, alongside the team, the recycling of electronic equipment alongside our recycling partners, ensuring that items are stored in line with our health and safety policy.
- Oversee and support technical queries from partners and beneficiaries, including repairs alongside volunteers.
- Devise and implement data wiping processes that are reliable and error-proof.
- Devise and implement quality control and assurance measures to make sure our final products meet the standards set.
- Implement electrical safety testing (PAT), including training testers, and making sure accurate and complete records are kept.
- Manage staff and volunteers working on technical aspects of device refurbishment so that devices are updated correctly and in good time.
- Manage and maintain the workshop space so that it is organised and efficient, and meets health and safety guidelines.
- Manage stock control of all technical equipment and spare parts.
- Coordinate with the Partnerships and Engagement Manager to ensure that devices efficiently complete their journey from initial offer of a donation to receipt of a refurbished device, with each stage of the journey logged appropriately in the database.
- Review daily incoming donation offers in the database and accept or decline as appropriate (shared with the Partnerships and Engagement Manager).

IT Lead

- Lead in IT-related aspects of Community TechAid's operations, such as DNS management, email authentication, and Google Workspace administration.
- Ensure security of data, network access and backup systems
- Develop technologies to satisfy our strategic objectives.
- Look ahead for new developments in technology and for uses of current technologies that may further our aims.
- Seek possibilities for improving and extending our production process and actively develop new technologies.
- Provide technical advice when required to all employees and volunteers in Community TechAid. .
- Communicate with recipients and organisations where necessary, to provide technical advice or diagnose problems with devices

Staff and volunteer management

- Line manage technical staff and manage technical volunteers.
- Work with the other members of the senior management team to define roles, recruit new staff and volunteers, and provide effective and supportive management of all staff and volunteers.
- Provide advice, training, and coaching on technical aspects for staff and volunteers.
- Support the wider team by keeping volunteer data records up to date, and ensure that all GDPR requirements are met.

Strategy

- Work as an active member of the senior management team, including, but not limited to, technical contributions, including:
 - Decision making
 - Strategic planning
- Together with other senior staff and trustees, develop the organisation's strategic objectives.
- Oversee meeting those strategic objectives specifically related to technical matters, and contribute to achieving others.

Outreach

- Build Community TechAid's profile and spread the word about our vision by, for example, giving talks and interviews, delivering workshops, and promoting Community TechAid through the web and social media.
- Supporting the development and delivery of projects and workshops related to meeting Community TechAid's objectives

Person Specification

1. At least 2 years demonstrable experience in systems management
2. Excellent knowledge of technical management, information analysis and of computer hardware/software systems
3. Strong understanding of cyber security risk control and implementing Cyber Essentials or similar
4. Experience of report writing, including the ability to identify key information and supporting data, presented in an appropriate format for different audiences (e.g. Trustee Board reports, general team communications and promotional materials for funders, donors, partners and the general public)
5. Experience of repairing and refurbishing computers, experience of Linux is desirable
6. Extremely computer literate with proven experience of using Google Workspace and MDMs
7. Strong interpersonal skills, with proven experience of liaising with a wide range of people from volunteers to external stakeholders
8. Experience of managing a team and/or volunteers, demonstrating strong motivational skills and collaborative leadership
9. A systemised approach to managing tasks and priorities, and proven experience of excellent organisational skills
10. Strong quantitative data analysis skills and experience in using and maintaining databases, including data management and protection
11. Experience in basic office networking, routing and switching
12. Excellent time management with proven experience of managing effectively and punctually, meeting deadlines adapting to changes in priority and working flexibly
13. Ability to think logically and creatively to resolve problems and generate new ideas and solutions
14. Passionate about ending the digital divide and a commitment to to [Community TechAid's values](#)
15. Clear commitment toward diversity and inclusion

Community TechAid is committed to its responsibilities under safeguarding and expects all staff and volunteers to share this commitment. This post is subject to a satisfactory DBS disclosure, and up to date employment references.

We value diversity, promote equality, and challenge discrimination. We encourage applications from people of all backgrounds, particularly those that are underrepresented in our organisation.

How to apply

If you think you have what it takes to fulfil this role but aren't sure you meet every point on the person specification, please still get in touch. We'd love to have a chat.

To apply, please send an **up-to-date CV**, as well as a **supporting statement** (no more than 2 sides of A4) telling us your motivation for applying to this role and how you meet the person specification, detailing any relevant experience, by **Thursday 16th February 2023 at midday**.

We hope to interview on Wednesday 22nd or Thursday 23rd February at our office in Oval.

Please send your application to opportunities@communitytechaid.org.uk along with a completed [equal opportunities form](#) (optional).