

# **NO LiMiTS**

**Helping Young People  
Help Themselves**

## **Head of IT & Data Application Pack**



## A message from our CEO



Dear candidate,

Thank you for your interest in joining our fantastic team. No Limits is an exceptional charity, with children and young people at the heart of everything we do. The need for our services has never been greater and the positive impact we have is significant: often life changing or saving. We are a large local charity, with a committed staff and volunteer team of more than 200, collectively driven by a passion to make a difference to the lives of the children and young people we serve.

Our **Head of IT & Data** role presents a unique opportunity for someone who can lead with vision while rolling up their sleeves to get things done. This is a key role within our Senior Management Team, where you'll have the chance to shape how we use technology and data to improve our services. You'll be joining us at a pivotal time as we focus on modernising our systems, strengthening our data capabilities, and ensuring our digital infrastructure is robust, secure, and fit for the future. The role has become available as the current postholder is retiring at the end of August, and we're looking for someone who can build on their work and help us move forward.

We're looking for someone with the technical expertise to oversee our IT operations and data systems, but also with the drive and leadership to push forward transformative projects. You'll help us improve how we manage and use data to gain insights, demonstrate our impact, and secure funding that supports our vital work. This role isn't just about strategy—it's about making things happen, solving problems, and driving real change.

We are proud that around 80% of our team have their own lived experience connecting them to our services and we have a strong commitment to diversity and inclusion. We encourage applications from people of all backgrounds, experiences and communities, particularly welcoming applications from people who would add racial diversity to our team and individuals who may bring experience to help us on our journey to anti-racism. We are committed to creating a diverse environment where people can be their authentic self, where their experiences and opinions are valued and we all are open to learn from each other.

This is an exciting opportunity to shape the future of No Limits digital and data landscape, creating lasting impact that supports thousands of children and young people each year.

Thank you again for considering this role. Good luck with your application, and whatever the outcome, I wish you all the very best for your future.

*Natalie*

Chief Executive Officer



## Our key benefits



**Annual leave and wellbeing days** – 36 days annual leave including public holidays, plus 2 wellbeing days, supporting you to take additional time off for your wellbeing or development.

You can also buy or carry forward up to one working week per year.

**Pension and life assurance scheme** – Supporting your future by matching your additional pension contributions up to 2%. Pension members receive a life assurance scheme equivalent to 2x their salary.



**Hybrid and flexible working** – We're open to conversations in all roles about flexible working. Giving the flexibility to work in the best way for you and your role.

**Comprehensive induction and training offer** – You'll have face-to-face learning along with access to our online learning management system with hundreds of opportunities to support your development.



**Employee Assistance Programme** – Providing you and your household with access to free counselling, financial, personal support and health and wellbeing services.

**Adjustments, Equipment and Support** – If you have a condition or disability, we'll help you to access the Access to Work grant when you start with us. This will give you access to support, equipment, training and services that help you to be your best self at work.



**Qualifications** – We want to support your development and we're able to support you to obtain qualifications to support you at work. We frequently offer qualification opportunities to our staff and volunteers including in Youth Work and Mental Health.

**Our dedicated benefits pages** – We have a lot more benefits that you can find out about on our intranet, grouped around work-life integration; investing in your development; financial support; your wellbeing; and retail and service discounts.



# Application process

## How to apply

Apply by submitting your **CV** and **cover letter** outlining your motivation for applying and your relevant experience, qualifications and achievements.

## Send applications to:

[people@nolimitshelp.org.uk](mailto:people@nolimitshelp.org.uk)

## Deadline:

9am on Monday 10<sup>th</sup> March 2025

### Quick tip

It's worthwhile reviewing the job description and addressing how you align with what we're looking for within your cover letter. We will shortlist candidates from the information that you share with us.

We'd be happy to have an informal discussion and answer any immediate questions you might have. If you'd like an initial discussion please contact Anthony our Director of Central Services on 02380 014633 or [anthony.douglas@nolimitshelp.org.uk](mailto:anthony.douglas@nolimitshelp.org.uk).

## Our recruitment timeline

- **Applications close** 9am on Monday 10<sup>th</sup> March
- **Shortlisting decisions communicated** by Monday 17<sup>th</sup> March
- **Final stage selection and interview** Week commencing 24<sup>th</sup> March

## Giving your best

We want everyone to feel comfortable and perform at their best in the recruitment process. We encourage candidates to talk to us about recruitment adjustments – changes we can make to remove any barriers which stop you being at your best. Our approach to adjustments is individual led. During the recruitment process, please contact our friendly People team on [people@nolimitshelp.org.uk](mailto:people@nolimitshelp.org.uk) at any time to request adjustments.



# Head of IT & Data

## Job Description and Person Specification

**Place of work:** Hybrid – Southampton Head Office with opportunity for regular remote working

**Salary:** Starting salary between £40,000-£46,000, depending on experience  
Full-time equivalent (based on 37.5 hours per week)

32-37.5 hours per week – **Happy to talk flexible working**

**Hours of Work:** *We recognise that someone at this level may be able to demonstrate great value to the charity on lesser hours.*

**Responsible to:** Director of Central Services

**Accountable to:** No Limits Trustee Board

**Responsible for:** This post is responsible for outsourced provision and No Limits internal data team of the Data & Systems Lead

**Contract:** Permanent

**Role Screening:** N/A

**Essential Driver?:** No

Here at No Limits, our mission is **to empower children and young people to reach their full potential through information, advice, counselling and support.** Our people are key in supporting us to achieve

## Summary of the role

The Head of IT & Data is responsible for shaping and delivering No Limits' digital, technology, and data vision. This role will lead the transformation of our IT and data capabilities, ensuring systems are efficient, secure, and support the charity's mission to empower children and young people.

You will provide oversight of technology operations, lead data management strategies, and drive continuous improvement. The role requires a hands-on approach to deliver projects while maintaining a big-picture perspective on how technology can enhance our services. You'll hold relationships with outsourced service providers, including for our IT support and CRM systems. You will be part of the Senior Management team, contributing to the wider leadership of the organisation in your area of expertise.

## Main duties and responsibilities

### Technology and Operations

- Provide strategic oversight of IT infrastructure, systems, and outsourced IT providers to ensure they meet organisational needs effectively and efficiently.
- Ensure robust data security, compliance, and business continuity measures are in place, acting as the Data Protection Officer.
- Oversee the management of hardware, software, and equipment processes, supporting the Central Support Team where needed.
- Monitor IT service performance, identifying areas for improvement and ensuring high-quality user support.
- Ensuring security of assets, data, network access and backup systems.

- Ensuring that relevant IT policies and procedures are in place and fit for purpose, including those for architecture, security, disaster recovery, standards, purchasing, and service provision.
- Manage relationships with external IT providers and vendors, ensuring service levels are met, costs are controlled, and value for money is achieved.

### **Data Strategy & Insight**

- Lead data management strategies to ensure accurate, high-quality data collection and reporting across the organisation.
- Work closely with the Data & Systems Lead to align data systems with service delivery, funding requirements, and organisational insight.
- Partner with internal stakeholders to ensure data-driven decision-making and promote the effective use of data in demonstrating impact and improving services.
- Scope and assess current database systems, leading improvements or transitions to new systems when required.
- Ensure compliance with data governance standards and regulatory/contractual requirements, including GDPR.

### **Transformation and Continuous Improvement**

- Drive digital transformation initiatives to enhance efficiency, reduce costs, and support service innovation.
- Identify opportunities for technology adoption that align with organisational goals and deliver tangible benefits.
- Foster a culture of continuous improvement, supporting staff development in digital literacy and ensuring technology is used effectively across all teams.
- Evaluate internal processes, recommending changes to improve operational efficiency and effectiveness.
- Identify and integrate emerging technologies that align with No Limits' mission and future growth, ensuring the organisation remains at the cutting edge of service delivery.
- Oversee and support the development, design, and implementation of new applications and changes to existing infrastructure, systems and processes.
- Ensure that all digital projects are user-centric, improving accessibility and ease of use for both staff and young people engaging with our services.
- Lead change management processes to support the successful adoption of new systems and technologies across the organisation.
- Work with stakeholder to ensure project aims and delivery aligns with organisational needs.
- Update and report on progress to the Senior Leadership Team and Digital, Data and Technology Sub-Committee of the Trustee Board.

### **General duties**

- Coach and develop your team to enable them to meet their full potential and to contribute effectively towards No Limits' aims.
- Establish, implement and manage the learning and development needs of your team to meet the needs of the organisation.
- Managing and monitoring the relevant department budgets, using resources effectively and efficiently and taking account of financial procedures.
- Keep abreast of sector data trends and developments to identify their potential to inform the achievement of organisational and operational priorities.

- Demonstrate work practice that encompasses an appreciation and awareness of No Limits policies and procedures, and to ensure that all staff adhere to these practices and procedures.
- Attend training and meetings as required and participating in regular one-to-ones.
- Demonstrate an ongoing commitment to the safeguarding of children, young people and vulnerable adults.
- Undertake any other duties as may be reasonably prescribed by No Limits, appropriate to the scope and grade of the role

The purpose of this job description is to focus on the main responsibilities of the role. The list of duties for which the postholder is responsible may, within reason, vary at the discretion of No Limits.

## Who you are

Below we've described the areas that we've identified are required for the role. We will use this to manage our selection process and to identify any learning and development needs for you once in post.

At No Limits, we value growth and may make recruitment decisions where not all essential areas are met, where you're able to show your commitment to ongoing learning and development.

### You'll have the essentials of:

- ✓ Proven track record in managing and providing hands-on technical delivery within IT and data functions.
- ✓ Strong technical expertise, particularly with Microsoft 365, PowerBI and PowerApps, with the ability to manage, troubleshoot and optimise these systems.
- ✓ Experience in managing IT services, such as infrastructure, applications, and user support
- ✓ Demonstrable experience in assessing technical issues to determine the appropriate course of action.
- ✓ Strong data management skills, including system assessment, database management and reporting.
- ✓ Knowledge of GDPR and experience acting as a Data Protection Officer.
- ✓ Excellent problem solving, analytical and decision-making abilities.
- ✓ Ability to assess business needs, capture technical requirements, and scope projects effectively.
- ✓ Strong technical communication skills, capable of explaining complex systems to both technical and non-technical audiences.

### You may also have:

- ✓ Experience within the charity or non-profit sector.
- ✓ Experience in identifying and implementing innovative technology solutions, including emerging technologies like AI or automation.
- ✓ A proven ability to lead, motivate and develop people effectively.
- ✓ A successful track record of working with a Trustee Board or a leadership team.
- ✓ Lived experience of one-or-more areas that No Limits support children and young people.

## What you value

No Limits' values underpin how we do things. As one of our team, you'll use our values to guide you, maintaining integrity and keeping the organisation and the children and young people we support at the heart of your actions and decisions.

**You'll demonstrate and apply No Limits values of:**



**Safe**



**Inclusive**



**Empowering**



**Trustworthy**



**Respectful**