

# IT Infrastructure Manager

## Candidate Information Pack

### September 2026

# IT Infrastructure Manager

As IT Infrastructure Manager, you'll ensure Hospice UK has a modern, secure and stable IT environment that supports successful delivery of the Hospice UK strategy, enables a positive culture, and is in line with our values.

You'll bring a broad range of knowledge and skills, including IT operations management, security and change, complemented with technical skills such as Microsoft 365 and Microsoft Azure design, administration and networking. You'll also be an excellent user of Microsoft 365 apps, particularly Teams, Outlook, and Planner.

You'll collaborate with colleagues at all levels to understand their needs and objectives, ensuring the IT infrastructure facilitates efficient, effective, and modern ways of working and a great colleague experience. Excellent communication and stakeholder management skills are vital to your success.

You'll promote a culture of learning, innovation, and collaboration across the organisation, ensuring that Hospice UK complies with all relevant legislation and best practice such as complying with UK GDPR and maintaining our Cyber Essentials Plus security accreditation.

You will be a leading member of the in-house ICT team, working particularly closely with the Business Systems and Data Manager to ensure all ICT plans are aligned. You'll manage third-party providers of products and services, ensuring high-quality service delivery and compliance with contractual agreements.

Because we're a small team, this is a hands-on technical role, supported by 3rd party suppliers. You'll manage our managed service provider, a supplier tasked with day-to-day support and maintenance. There will be times when you'll need to carry out support/maintenance tasks yourself, but the focus of this role is delivering improvements to how we work.

|                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Reporting to</b>    | Director of Transformation                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Line Manager to</b> | None                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Salary</b>          | £55,000 per annum                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Contract</b>        | Permanent, Full-time, 35 Hours per week                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Based at</b>        | <p>The post holder will be contractually based at Hospice House, Britannia Street, London, WC1X 9JG. This role is eligible for the Hospice UK Hybrid Working Arrangement from the start of employment. Our office is close to King's Cross station in London.</p> <p>For this role, our expectation is that you will come to London approximately 1-2 days per week for team, project or stakeholder meetings. You may also find it useful to visit member hospices. You can work</p> |

|                                                       |                                                                                                                                                                                                                                                   |
|-------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                       | remotely for the rest of the time. Equally, you may prefer to work from the office full-time.                                                                                                                                                     |
| <b>Closing date for CV &amp; supporting statement</b> | 23:59 on Sunday 11 <sup>th</sup> October 2026                                                                                                                                                                                                     |
| <b>Interview date/s</b>                               | Interviews will be online via Microsoft Teams on 22 and 23 October<br><br>We'll send questions and assessments to you in advance so that you can prepare. Let us know if you have any specific needs to be able to fully engage with the process. |
| <b>Contact for Questions</b>                          | About the process: <a href="mailto:recruitment@hospiceuk.org">recruitment@hospiceuk.org</a><br>About the role: <a href="mailto:s.thorlby-coy@hospiceuk.org">s.thorlby-coy@hospiceuk.org</a>                                                       |

You can read lots more about what it's like to work at Hospice UK on our website in the [About Us section](#) and on [YouTube channel](#)).

## What you'll be a part of at Hospice UK

Hospice UK fights for hospice care for all who need it, for now and forever. Our mission is to promote and protect hospice care for all who need it, for now and forever.

As the national champion for hospices, we fight to make sure hospice care is there for everyone, from every background. We fight to make sure hospices are able to deliver the best, most personalised care. We fight to make sure hospices can thrive – today and into the future.

We represent the community of more than 200 hospices across the UK. They do everything they can for children and adults living with long-term illness or approaching the end of their lives. So, we do everything we can to support hospices' incredible, invaluable work.

**"As well as the open door policy I have with my line manager, Hospice UK also gives the opportunity for your voice to be heard."**

**Millie**

Hospice UK's Office Manager

Our [ambitious new five-year strategy for 2024-2029](#) is the blueprint for how we can achieve the transformation that is needed and sets out the following three strategic priorities:

- **To improve equity of access:** we will work so people get the end of life care they need, and support hospices to reach those we know are missing out.
- **To enhance quality care:** we will support hospices to deliver individualised quality care amid rapidly changing demands.
- **To achieve sustainability:** we will fight for hospice services, making sure they are well-funded, governed and well-staffed long into the future.

We will only achieve these as a community, by being an outstanding organisation, and a great fundraising organisation.

## Our values

We are inclusive, collaborative, compassionate and innovative.

### Inclusive:

- Value every voice
- Embrace difference
- Champion belonging

### Compassionate:

- Be kind
- Looking out for each other
- Listen without judgement

### Collaborative:

- Share openly
- Build bridges
- Work brilliantly together

### Innovative:

- Be brave
- Be curious
- Keep learning

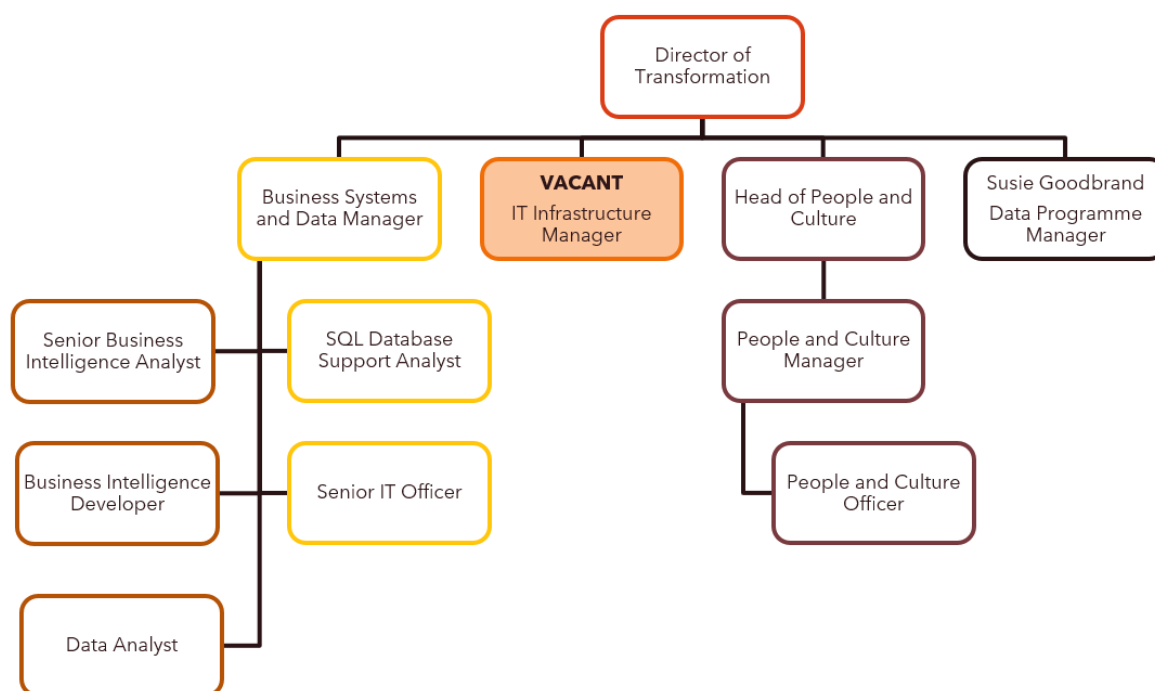
# About the team



## Your Team

You will be joining the ICT and Data team, which works alongside the People and Culture team in our Transformation directorate led by Steve Thorlby-Coy.

There are 8 colleagues in the ICT and Data team. They enable Hospice UK's vision, mission and strategic priorities by providing technology and data solutions that helps us all to work efficiently and effectively. They collaborate with teams across Hospice UK to improve the services that we provide to the hospice sector, members of the public and others.



**"I've been at Hospice UK for 5 years and I love working here. It's an incredible organisation to work for, that truly looks after the wellbeing of the whole team. Our approach to flexible working is brilliant, giving people the autonomy to make the decision on what mix of working from home and the office works best for them. I'd definitely recommend working here and look**

**Paul**, Corporate Development Manager  
(Compassionate Employers)

## Your manager

Your line manager will be Steve Thorlby-Coy, Hospice UK's Director of Transformation. Steve joined Hospice UK in February 2022, bringing with him a wealth of experience from the private, public and non-profit sectors.

<https://www.linkedin.com/in/stephenthorlbycoy/>

## Other teams

No team is an island and none of us are as effective without each other's support. To find out more about the other teams at Hospice UK and get an idea about the size of the organisation, please see the appendix at the end of this document.

### Your key relationships

You'll work with all colleagues across Hospice UK as we all have specialisms to share with one another. You'll also work closely with people outside of Hospice UK, particularly suppliers of IT products and services. You will also have the opportunity to work with colleagues in local hospices across the country.

The most important working relationships within Hospice UK, outside your immediate team, will be:

### Facilities team

This team is responsible for our London office, where colleagues work in a variety of ways. The team has day-to-day responsibility for our meeting space audio-visual equipment, and helps with distribution of IT equipment, such as devices for new starters. The building has networking, reception facilities, printing and security access control systems which ensure a great colleague experience.

### Heads of department

You will work closely with our Heads and their managers to ensure projects involving their departments are delivering their needs. You'll gather requirements, contribute to process reviews, proactively recommend improvements and implement solutions that meet their needs. You'll work with the Head of People and Culture to make sure any training or internal communication needs are aligned with our organisation wide plans.

# About the job



# Job Description

The IT Infrastructure Manager role will evolve over time as technology changes. In the short term, the focus will be on improving security and enabling better hybrid working and collaboration using Microsoft 365. This will involve:

- Improving our security practices so that we maintain our Cyber Essentials Plus accreditation
- Specifying, procuring and implementing the requirements for new office facilities, which we hope to move into within the next 6 months.
- Implementing processes to archive and delete data in line with our refreshed data retention policies
- Reviewing our MS Teams configuration along with security groups, file access and sharing permissions
- Improving operational processes across the organisation using AI and automation (Power Automate, Copilot etc.)
- Replacing all colleagues laptops and mobile phones with updated devices

## Key tasks and responsibilities

- Manage the provision and continual development of a high quality, reliable, cost effective and efficient IT infrastructure.
- Plan and deliver IT changes and projects in a structured way, ensuring appropriate governance, stakeholder engagement and risk management.
- The scope of the role includes, but is not limited to these technologies:
  - Managing our Microsoft 365 tenancy and other SaaS, IaaS infrastructure
  - Networking (connectivity, LAN, WAN, Firewalls)
  - End user devices - laptops, phones, tablets including BYOD
  - Telecoms
  - Audio/visual equipment
- Continually review the effectiveness of IT systems and services in collaboration with colleagues across Hospice UK. This includes monitoring and reporting system usage, performance and compliance levels.
- Pro-actively seek opportunities to use technology to improve business processes and ways of working, particularly using automation and AI.
- Develop and implement policies and procedures.
- Work closely with Business Systems and Data colleagues to ensure infrastructure and systems are aligned e.g. single sign-on, role based access, automation.

- Lead on Cyber Security. Design and deliver an improvement programme, maintain our Cyber Essentials Plus accreditation against recognised standards.
- Lead on Information Security and Governance, ensuring that all relevant policies, procedures and processes are identified and implemented against recognised frameworks or standards (e.g. NCSC, NIST)
- Lead on Records Management, ensuring that information assets are identified; owned by the relevant colleague; and, stored, shared and disposed of in line with our policies.
- Ensure that IT infrastructure is supported and maintained in line with good practice and industry standards.
- Ensure documentation is in place and maintained, and that requests for services and changes are managed in line with good IT service management standards (ITIL).
- Implement, monitor and test back-ups, business continuity and disaster recovery processes and procedures.
- Provide expert knowledge and support end users when appropriate, liaising with third party support providers as needed.
- Manage procurements, contracts and service agreements with IT suppliers. This includes day-to-day management of our third-party/outsourced support contract.
- Maintain professional skills and knowledge including industry developments and legislation.
- Participate in appropriate training and development activities and encourage and support colleagues in their development and training.
- Undertake duties and/or hours of work as may be reasonably required, and which are consistent with the general level of responsibility of the job e.g. scheduling outages at times to minimise disruption to end users.
- Maintain confidentiality and security regarding personal or organisational data.

***This role is not exhaustive and is subject to review in conjunction with the post holder and according to future changes and developments in the service.***

# Person specification

## Essential knowledge, skills, abilities and experience:

- Passionate about technology and using it to improve processes and colleague experience.
- Self-motivated, able to work alone, and collaborate with others in the IT team and across the organisation.
- Implementing, managing, maintaining and improving IT infrastructure including: Microsoft 365 infrastructure 'stack' (Entra, Intune, Purview, Exchange, SharePoint, Azure etc.), networking and telecoms.
- Organised, technically proficient and service focused.
- Pragmatic problem solver.
- Building strong relationships with colleagues at all levels of the organisation to ensure that the needs of the business are understood and delivered.
- Able to align IT solutions and services to business needs, and improve business processes using technology
- Able to convey technical information to non-technical colleagues.
- Flexible in relation to working hours, duties and arrangements, focusing on outcomes.
- Conducting procurement exercises for IT products and services, and managing third party suppliers against agreed service levels.
- Knowledge of relevant legislation and industry developments, and how they affect and apply to working practice e.g. GDPR.
- Good understanding of best practices in terms of IT service management and operations.
- Security management, including risk management, security monitoring, testing and end-user awareness raising.
- Able to work in line with our values: collaboration, compassion, inclusive, innovative and knowledgeable

## Desirable knowledge, skills, abilities and experience

- Professional qualifications e.g. ITIL, PRINCE2, CISSP, Microsoft
- Introducing AI tools e.g. Microsoft 365 Copilot
- Providing end-user training, guidance, and documentation.
- Managing significant IT change projects in a structured and controlled manner.

- Managing and maintaining charity sector CRM, Finance, and HR applications.
- Understanding of Microsoft Licencing
- IT business partnering.

# Terms & Conditions



|                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|-----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Contract</b>             | Permanent, Full-time                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Salary</b>               | £55,000 per annum                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Probation period</b>     | Three months                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Notice period</b>        | Two months                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Work Pattern</b>         | 35 hours (5 days) per week. We are passionate believers in working in a hybrid manner that suits you. See the appendix at the end of this document for more details.                                                                                                                                                                                                                                                                                                                               |
| <b>Pension</b>              | You will be auto enrolled into our pension scheme which is at 4%. Further contributions can be made to the scheme and Hospice UK will match contributions of up to 7% of your gross salary.                                                                                                                                                                                                                                                                                                        |
| <b>Life Assurance</b>       | Is provided upon start date at three times salary, subject to acceptance by our insurers                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Cash Health Scheme</b>   | A cash plan scheme, which provides payments towards everyday healthcare treatments for example dental, optical etc. up to a policy limit. An EAP is also provided within this scheme..                                                                                                                                                                                                                                                                                                             |
| <b>Cycle to work scheme</b> | Loaning of a cycle via a salary sacrifice scheme.                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Season ticket loan</b>   | An interest free loan is available after the completion of probation.                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Holiday</b>              | 25 days in the first year, increasing to 27.5 days in the second year of service and 30 days in the third.<br><br>The leave year runs from 1 January to 31 December.                                                                                                                                                                                                                                                                                                                               |
| <b>Location</b>             | You will be contractually based at Hospice House, Britannia Street, London, WC1X 9JG. The Hospice UK Hybrid Working Arrangement is available from the start of your employment.<br><br>For this role, our expectation is that you will come to London approximately 1-2 days each week for team, project or stakeholder meetings. You may also find it useful to visit member hospices. You can work remotely for the rest of the time. Equally, you may prefer to work from the office full-time. |

# About Hospice UK



# Hybrid working at Hospice UK

At Hospice UK we have been hybrid working for a long time and believe that it's important to let individuals work in a way that makes sense for them. Everyone is different and we have colleagues who love being in the office with everything that brings as well as having whole teams based in all corners of the country.

We recognise that you are an individual and you have a way of working that is best for you. We'll always do our best to accommodate that.

## **We believe:**

It's based on trust. We trust you to choose the best times and places to match the work you do, your personal preferences and to balance this with your own needs and the needs of your team.

- Work is an activity and not a destination. Work is not simply desks in an office that people are required to be at from 9 to 5, a few days a week.
- Community, collaboration and connection are part of who we are at Hospice UK, and we know they are important for your wellbeing. We will continue to provide safe office spaces for you to collaborate and connect with each other.
- Hospice UK recognises that physical presence does not equal great performance. Your performance will be evaluated on the impact you have and the outcomes you deliver, not solely on being at the office all the time.
- We know that there might be times when, even if you'll generally be working remotely, that you feel that being on site is crucial, such as when you first start working at Hospice UK or have started a new role.
- Hybrid working is open to everyone who has a suitable role regardless of how long they have worked for Hospice UK.

## Working hours and keeping in touch

We want to empower you to flex the times you work so you can balance your home life around the needs of your role. We trust you to manage your own time and make sure you do the hours you are contracted to do. However, there are some important things we would like you to be aware of:

- We may ask you (with enough notice) to be available at certain times to meet the needs of the charity, and to physically be in the office to collaborate or attend training.
- If you choose to work early or late, perhaps during unsociable hours, please be courteous and respectful to your colleagues. We don't normally expect our people to respond to emails or calls during unsociable hours, nor should you.

Hybrid working should not be used as a way of carrying on working when you are sick, often called 'presenteeism.' If you are ill, then you need to take time off.

## **We're proud to be a Gold Standard Compassionate Employer**

This means we go beyond policy to truly support our people through life's toughest moments, like bereavement, caring responsibilities, and serious illness. We offer enhanced leave, trained managers, peer support, and access to wellbeing resources. Compassion is embedded in how we work, lead, and care for each other, every day.

## **About our teams**

Every single person at Hospice UK is a vital part of making our amazing organisation function. None of us can do it alone.

As time goes on, you'll find out more about what colleagues in other departments do, but for now, here's an overview of the individual teams and how, with you, they help Hospice UK change the world.

### **External Affairs**

This team brings together our communications and campaigns work, our policy, advocacy and influencing work, and our membership engagement function.

Our job as a department is to be the bold national voice of the hospice sector, representing its interests, campaigning and lobbying on its behalf, and improving public understanding of what hospices do and just how important they are.

We're here to make sure as many people as possible, from all walks of life, can access high quality end of life care – no matter who they are, where they are, or why they are ill.

Working closely with our 200+ hospice members, we have a strong track record of winning campaigns on their behalf, most notably in recent years by securing close to £400m in emergency support for the hospice sector during the Covid-19 pandemic.

Our focus now is ensuring that hospices can meet ever increasing demand for their services, with well-funded and well-staffed hospices across the UK.

### **Programmes**

This team brings together the projects and networks we deliver with and on behalf of our 200+ members, and our health, charity and academic partners. Our projects aim to increase the reach of hospice care to underserved communities. Our networks bring together colleagues and experts in many different roles to share and learn from each other.

We run conferences and webinars, including our flagship annual national conference. And we work with hospice leaders to tackle together some of the key issues impacting funding, workforce and service delivery across the four nations of the UK.

Our work is often overseen by clinicians and underpinned by the national evidence we analyse and the data we collect from hospices.

## **Income Generation and Grants**

The Income Generation team raises money for Hospice UK through events, major donors, trusts, individual giving, legacies and corporate partnerships.

The Grants team secures funding from grant-making organisations and then distributes it to hospices via managed grants programmes.

The department is made up of five teams:

- Events and Supporter Engagement
- Philanthropy
- Corporate Development
- Compassionate Employers
- Grants.

These teams all work alongside one another to maximise income for Hospice UK and support for local hospices through a variety of activities, campaigns and partnerships.

Our aim is to create sustainable, diverse income streams to enable Hospice UK and local hospices to continue to develop and thrive.

## **Operations and Transformation**

Operations and Transformation teams enable Hospice UK to be an outstanding organisation, supporting and enabling the whole charity to achieve its objectives by providing resources and modern ways of working. We ensure that the best and most skilled colleagues can contribute to us being a great membership body. Hospice UK needs to be a super place to work to attract diverse talent and we are determined to foster a positive culture and employee experience.

The **Operations team** is made up of our internal support teams:

- **Finance** manages all the income and outgoings for the organisation, ensuring that we use the funds we receive from our supporters in a way that will give the most benefit.
- **Facilities** lead on ensuring that our office and wider means of working are running smoothly and allowing all our colleagues to have a welcoming, functional and enjoyable place to visit.

The **Transformation team** works together to make Hospice UK a super place to work by providing a great colleague experience and continually improving our processes.

- **People and Culture** work to look after the people at Hospice UK from ensuring that new colleagues have everything they need (including managing the induction programme and creation of this document). They work with managers to recruit new colleagues and provide a comprehensive learning and development offer to help every colleague perform at their best. They help us to focus on the wellbeing of everyone at Hospice UK.
- **ICT and Data** provides the technology and data that helps us all to work efficiently and effectively from anywhere. They collaborate with all teams to improve our processes so that we can deliver excellent services to the hospice sector, members of the public and others.