

Job Description

Ummah Welfare Trust | +44 (0)1204 661 030



Reg. Charity No. 1000851

ROLE	Software Manager
STATUS	Full-time (based at the head office in Bolton)
HOURS	40 hours per week
RESPONSIBLE TO	Chief Operating Officer (COO)
SALARY	Starting from £50k per annum

THE ORGANISATION

Established in 2001, Ummah Welfare Trust is a UK-based international relief and development charity. Inspired by the Islamic teachings of empathy, generosity and selflessness, the trust aims to alleviate poverty and suffering across the world, and also ensuring that the rights of those who are neglected and oppressed are fulfilled by providing sustainable development solutions relating to shelter, education, health, and spiritual wellbeing.

Knowing that we are all ultimately accountable to the Almighty, the charity strives to maintain transparency and accountability, and as such the charity also has a full and transparent audit trail from the donor to the beneficiary.

To find out more about the organisation please visit our website on: <https://uwt.org/>

THE ROLE

UWT are recruiting for a Software Manager to help us deliver our Digital Transformation Strategy. You will play a key role in leading the team to deliver our strategy by developing new software services, whilst maintaining our existing systems.

The role includes close engagement and partnership working with third party software providers, and the ability to manage IT Projects both internally and externally.

MAIN DUTIES

- Take full responsibility of all UWT IT projects and activities including software services.
- Lead teams in the design, development, implementation, optimization, maintenance, and troubleshooting of software programs and applications.
- develop short- and long-term strategies for developing scalable software products and services, ensuring projects are delivered on time and within budget while meeting quality standards and business objectives.

Responsibilities

- Use your technical expertise to contribute towards building best-in-class products;
- Take projects or significant features from concept to implementation;
- Guide technical documentation of project requirements, developer processes, and end-user documentation;
- Support an excellent customer experience by being proactive in assessing escalations and working with the team to respond appropriately;
- Work with our 3rd party providers to support and maintain our software solutions.
- Manage and lead the software development team of staff and consultants;
- Attract, hire, and maintain a team of talented developers;
- Be the technical lead for software developers of various experience levels; and
- Collaborate with IT and business management to establish priorities for the team's plan and manage team performance.

PERSON SPECIFICATION

CATEGORY	CRITERIA	REQUIREMENT
Qualifications	A Bachelor's or Master's degree in Computer Science, Engineering, or related field	Essential
Experience	6+ years of experience designing and building scalable enterprise software	Essential
	3+ years of managing teams within a development organization	Essential
	Experience with Microsoft technology including VB or C# .NET, MS SQL, Dynamics	Essential
	Exposure to Salesforce Eco system	Essential
	Experience with UK compliance and regulation within the charity sector	Desirable
Skills / Abilities	Strong technical background and expertise in software development, combined with effective leadership skills	Essential
	Effective communication with stakeholders at all levels, with the ability to explain complex technical solutions in simple terms	Essential
	Ability to manage the full project lifecycle from concept, specification, development, testing, implementation and handover.	Essential
	A strong technical leader, able to discuss data structures, new technologies, and new methods of achieving system goals	Essential
	Have strong leadership skills to manage internal team, removing roadblocks, coaching, and mentoring as needed, facilitating collaboration with internal customers, and helping your team to succeed	Essential
	Organised and methodical with good time management skills	Essential
	Aptitude to learn and adapt with a creative approach to problem solving in a fast-moving environment	Essential
Knowledge and understanding	Understand and have experience of new technologies utilising zero-code/low code	Essential
	Understanding of business processes centred around accounting, finance and project management	Essential
	Knowledge of most mainstream applications (Salesforce, office 365 etc.)	Essential
	Knowledge of Agile methodologies like Scrum, Prince 2, waterfall etc.	Essential
	Demonstrated knowledge and experience of the humanitarian and non-profit policy sector	Desirable
Other	Personal conduct and delivery of work should comply with the values and culture of Ummah Welfare Trust	Essential
	The ability to occasionally adapt working hours to meet the requirements of the organisation	Essential
	Hold a valid UK driving license and have full access to your own car	Desirable

This post is subject to a Disclosure and Barring Service (DBS) check.

The closing date for applications is **4th September 2023**, although the position may close sooner if the right candidate is found.

To apply for this role, please email your CV and Covering Letter to vacancies@uwt.org

Please ensure that you **address how you satisfy each of the criteria in the person specification in your covering letter.**

For more information or discussion about the role please contact: 01204 661049