

Job Description

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



Reg. Charity No. 1000851

ROLE	Manager IT Applications
STATUS	Full-time (based in Bolton Head Office)
HOURS	40 hours per week
RESPONSIBLE TO	COO
SALARY	Up to £40,000 - £50,000 (Based on experience)

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

The Manager – IT Applications will be responsible for the strategic oversight, maintenance, continuous improvement and future development of Ummah Welfare Trust's software application portfolio.

The successful candidate will act as the primary liaison between business stakeholders, software development partners and internal users to ensure applications effectively support organisational objectives, operational efficiency and growth.

Particular emphasis will be placed on:

1. UWT's bespoke Donation Management System developed using .NET Core and Angular.
2. UWT's Project Management System developed and customised on the Salesforce platform.
3. Identification, management and mitigation of all risks related to the IT particularly those impacting the trust of donors on the charity and those falling in the remit of legal and regulatory expectations.
4. Managing application roadmaps and ensuring systems remain aligned with organisational requirements.

MAIN DUTIES & RESPONSIBILITIES

Leadership In Digital Transformation

1. Responsible for the development and implementation of the digital transformation plans and budgets in consultation with the IT Steering Committee and the UWT Management. Also, manage, monitor and report on project delivery against the project scope and objectives
2. Serve as the Lead for all application-related projects and initiatives.
3. Ensure applications remain stable, available, secure and fit for purpose particularly in the busy seasons. E.g. Ramadan, Eid-ul-Adha and donors experience a seamless service.
4. Mentor and support team members and key system users.
5. Promote a culture of continuous improvement and innovation.
6. Lead the management and administration of all business applications used by the organisation.
7. Monitor system performance and user satisfaction.
8. Coordinate issue resolution, bug fixes and application support activities.
9. Manage application upgrades, releases and version control processes.

Business Analysis and Stakeholder Engagement

1. Work closely with departments across the organisation to understand operational requirements.
2. Gather, document and inform the decision making process at the IT Steering Committee to prioritise business requirements.
3. Translate business needs into functional specifications and development requirements.
4. Facilitate workshops and meetings with stakeholders to identify improvement opportunities.
5. Ensure applications continue to support organisational strategy and operational objectives.

Software Development and Enhancement

1. Manage ongoing enhancements and future development projects.
2. Define application roadmaps and development priorities.
3. Coordinate internal and external developers and technical partners.
4. Review proposed solutions and ensure developments meet quality and business standards.
5. Support testing, quality assurance and user acceptance testing (UAT).

Salesforce Platform Management

1. Oversee the administration and enhancement of the organisation's Salesforce-based Project Management System.
2. Work with stakeholders to improve workflows, reporting and automation.
3. Ensure Salesforce configurations align with business requirements.
4. Coordinate third-party Salesforce consultants and developers where required.

Donation System Management

1. Oversee the ongoing development and support of the bespoke Donation Management System built using .NET Core and Angular.
2. Work with development teams to implement enhancements and new functionality.
3. Ensure the system supports fundraising, donor management, reporting and operational requirements.
4. Monitor application performance and recommend improvements.

Vendor and Partner Management

1. Managing contracts with the third-party service providers ensuring that the services provided by the third parties meet the stakeholder standards for development timelines, quality, training, documentation and budget.
2. Manage relationships with software vendors, consultants and development partners.
3. Responsible for engaging with stakeholders to discuss, agree, record and lock all changes to the project specifications
4. Monitor service delivery and contractual obligations.
5. Evaluate and recommend new solutions and technologies where appropriate.

Data, Reporting and Process Improvement

1. Timely, accurate and meaningful reporting to the IT Steering Committee and the management.
2. Promote data integrity and consistency across applications.
3. Support the development of reports, dashboards and business intelligence solutions.
4. Identify opportunities for process automation and operational efficiencies.
5. Support integration initiatives between business systems.

Governance and Documentation

1. Maintain application documentation, user guides and technical specifications.
2. Develop and maintain application governance standards and procedures.
3. Ensure appropriate change management processes are followed.
4. Support compliance with organisational policies and relevant regulatory requirements.

PERSON SPECIFICATION

CATEGORY	CRITERIA	REQUIREMENT
Qualifications	Bachelor's degree in Information Technology, Computer Science, Software Engineering, Business Information Systems or a related discipline.	Essential
	Agile, Scrum or Project Management certification.	Desirable
	Salesforce Administrator Certification.	Desirable
	Salesforce Advanced Administrator Certification.	Desirable
	Salesforce Business Analyst Certification.	Desirable
	Microsoft or .NET related certifications.	Desirable
	ITIL or ITSM certifications	Desirable
Experience	Minimum 5 years' experience in managing enterprise business applications.	Essential
	Experience supporting systems developed using: .NetCore, C#, Angular, REST APIs	Essential
	Experience managing software development and enhancement projects.	Essential
	Experience working with internal stakeholders to gather and translate business requirements.	Essential
	Experience managing third-party software vendors and development partners.	Essential
	Experience overseeing application support, testing and release management.	Essential
	Experience with Salesforce administration, configuration and customisation.	Desirable
	Experience working with bespoke software applications.	Desirable
	Experience within charities, non-profit organisations, fundraising environments or international development organisations.	Desirable
	Experience managing digital transformation or business process improvement initiatives.	Desirable
Abilities	Strong business analysis and requirements gathering skills.	Essential
	Excellent stakeholder management and communication skills.	Essential
	Strong problem-solving and analytical abilities.	Essential
	Ability to manage multiple projects and priorities simultaneously.	Essential
	Strong planning, organisation and documentation skills.	Essential
	Ability to influence and engage stakeholders at all levels.	Essential
	Excellent verbal and written English communication skills.	Essential
Knowledge, Technical Skills	Understanding of application lifecycle management.	Essential
	Knowledge of agile and lean approaches such as Scrum, Kanban, Prince2 etc	Essential
	Understanding of .NET Core and Angular application environments.	Essential
	Understanding of software development methodologies including Agile and Scrum.	Essential
	Experience with application testing and quality assurance processes.	Essential
	Experience managing integrations between business systems.	Essential
	Experience with reporting and dashboard solutions.	Essential
	Ability to interpret technical concepts and communicate them effectively to non-technical audiences.	Essential
	Proficiency with project management software and related tools including but not limited to DevOps, JIRA, Click up, Monday.com	Essential
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

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

The closing date for applications is **1st December, 2026**, 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 661048