Temporary Central Services Manager Job Description



**Who we are**

The Eikon Charity is one of Surrey’s leading charities supporting children and young people. We listen, we talk, and we help young people with the skills they need to live their best life. And we work with families and professionals to make sure everyone gets the support they need.

We are looking for people with passion and expertise to join us in continuing to be a leading provider of early intervention in Surrey.

**Our vision**

For all Surrey young people to thrive.

**Our mission**

To empower and support young people in Surrey to have the wellbeing they need to be healthy and happy.

**Our values**

We elevate and amplify the voices of children & young people.

The needs of young people guide everything we do, shaping every decision and action we take.

We act with compassion.

We empathise with the pressures of modern life and feel compelled to help without judgement.

We work together.

Partnering with parents, carers, schools, policymakers, and young people themselves helps us all to succeed.

We take responsibility.

We recognise our part to play in the future of children & young people, and we hold ourselves accountable for their success.

**Our culture**

We recognise our collective strength and champion the power of individuals. Our teams are amazing and inspire people every day. We work hard to create an environment where all of our staff and volunteers feel comfortable to bring their whole selves to work. Diversity enriches us and improves the support we give children and young people. The work we do creates change to be celebrated, rewarding moments, and outcomes to be proud of every day. It can also bring professional and personal challenges to each of us. We support each other to share our moments of success, do the best we can for young people, ensure everyone enjoys their work, and support our colleagues when they need it.

**The practicalities**

**Location:**  On site at Eikon Offices, New Haw

**Length of Contract:**  Temporary (12 months)

**Hours:** 37.5 per week (Mon to Fri, 08.30 to 17.00, 60 minutes break)

**Pay:** £34,000 to £37,000 FTE depending on experience

**Benefits:** Sick pay

Safeguarding training

Pension scheme

Employee Assistance programme

**Your line manager:**  Impact and Systems Lead

**Your team:** Receptionists; Data Officer; Data Analyst; dotted line to garden volunteers (for site maintenance plans and scheduling)

Your role is to manage a range of Central Services for the Eikon Charity and to be a familiar constant presence in the Eikon offices. Central Services includes IT, Data Compliance, Health and Safety, Facilities. Facilities includes the site at Fullbrook and the associated site maintenance of the cabins and the garden. In addition to this you will line manage the reception function on site. A portion of the role will be managing outsourced providers who are accountable to support the specialist nature of these services. These outsource providers include Health and Safety (Croner) IT (ramsac) Data Protection (Satswana). You will also support the service data management work, this involves monthly reporting and service data provision, in accordance with the reporting calendar.

**Responsibilities**



**IT Management**

* Manage the operational IT delivery via Eikon’s IT partner (ramsac)
* Manage the continuous improvement of the IT infrastructure
* Oversee and direct the work and tasks of the data officer (IT support)
* Attend quarterly management meetings with outsourced IT provider including technical IT consultant visits
* Oversee Help Desk approvals
* Review monthly total IT estate in partnership with ramsac and Data Officer
* IT hardware, software and comms:
  + Manage the relationship with repair partner (one touch) and disposal partner (CPR)
  + Manage the procurement processes for hardware, the installation and allocation of hardware (e.g. printers, AV equipment, laptop, mobile devices, wifi infrastructure etc.) with the support of the Data Officer
* Manage the communications licenses with our comms partner (DRC)
* Oversee the MS license estate and allocation of MS software and our third party applications
* Contribute to planning and assist with the delivery of the IT roadmap

**Data Protection and Management**

* Manage data compliance in accordance with relevant legislation and regulations (GDPR), with support from the fractional data protection provider, Satswana
* Manage the relationship with Satswana (outsourced Data Protection Officer)
* Ensure Data Protection Impact Assessments are in place across the organisation
* Recording and reporting of routine data breaches, escalating if significant breach has occurred

**Data Reporting (Services)**

* Support with the provision of data to help monitor and evaluate all services in line with ambitions
* Collaborate with line manage on bespoke data requests
* Support the organisation in ensuring data integrity of reports
* Manage the monthly reporting templates (Mindworks outputs, Data Protection Impact Assessments, Internal outputs and Internal outcomes)
* Manage the quarterly reporting templates (Mindworks outcomes, Innovations Grant, Youth Support Practitioners end of term reporting, Fundraising Strategic reports, data for exec report and data for bespoke reporting requests)
* Responsible for reviewing and recommending changes to the Data Protection Policy

**Fire, Health and Safety**

* Responsible for fire, health and safety management and standards across the whole organisation, supported by a specialist organisation (Croner)
* Responsible for managing the Health and Safety relationships with the outsourced provider (Croner)
* Responsibilities include but aren’t limited to:
  + Fire, Health and Safety Policy
  + Ensuring Fire Health and safety procedures in place for the Fullbrook site
  + Monitoring and where possible ensure the organisation is implementing the relevant policies, procedures and associated forms across the organisation for Fire, Health and Safety
  + Raising Fire, Health and Safety risks and working collaboratively with Leadership to put in place measures to mitigate against them

**Facilities**

* Manage the facilities at Fullbrook, including the provision of reception roles and responsibilities, office and garden maintenance and support to onsite teams, interior and exterior décor – including noticeboards
* This includes line management of your team and dotted line supervision for garden club volunteers for garden maintenance; this includes managing the relationship with the gardening contractor
* Overseeing annual compliance checks. e.g Pat Testing; Smoke alarms; air conditioning units
* Managing the relationship with the outsourced cleaning contractor (Minster Cleaning Services)
* Responsible for reception cover. From time to time it may be necessary for you to support in filling gaps in reception cover. i.e. sickness/holidays/absence
* In collaboration with colleagues continuously improve the facilities space, always focusing on the service users and underpinned by a strong ethos of equality diversity and inclusion, wellbeing and safeguarding
* Responsible for coordinating scheduled and unscheduled site maintenance
* Review, with oversight from appointed Trustee, our organisational insurance; ensure it is fit for purpose, renewed in a timely manner and manage the relationship with our Brookers WRS

**About you**

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|  | **Assessed by** | | **Essential/ Desirable** |
| **Your Experience** |  | |  |
| Experience of working with CRMs and database management | Application form/Interview | | Essential |
| Exposure to managing outsourced IT partners | Application form/Interview | | Essential |
| Knowledge of data protection legislation and best practice | Application form/Interview | | Essential |
| Knowledge of Fire Health & Safety compliance in the workplace | Application form/Interview | | Essential |
| Proven experience in data reporting, ensuring attention to detail | Application form/Interview | | Essential |
| **Your Skills & Competencies** | | | |
| Excellent team management skills with a demonstrable ability to lead a professional team working in a range of settings | Application form/Interview | | Essential |
| Experience of monitoring and evaluation services | Application form/Interview | | Desirable |
| Ability to write reports and produce other management information | Application form/Interview | | Essential |
| Ability to build and maintain relationships with colleagues and from other services | Application form/Interview | | Essential |
| High standards of written and verbal communication; including the use of Outlook, Word, Excel, and Power Point | Application form | | Essential |
| Overview of safeguarding legislation and how to safeguard young people | Application form/Interview | | Desirable |
| Ability to follow data protection policies and guidance | Application form/Interview | | Essential |
| **Other** | | | |
| Ability to be on site: Mon to Fri, 08.30 to 17.00 (60 minutes break). This is not a hybrid role | Interview | Essential | |

This Job Description and Person Specification reflects the duties of the post as they exist at this time and may be subject to change based on the needs of the Department Programme. The post-holder may be required to undertake other duties commensurate with the salary and competence requirements of this post from time to time as required.

**Eikon is committed to safeguarding and promoting the welfare of young people and expects all employees and volunteers to share this commitment. The suitability of all prospective employees or volunteers will be assessed during the recruitment process.**

**An offer of employment will be subject to an approved Enhanced DBS and Barring Disclosure.**

The Eikon Charity is committed to a policy of equality of opportunity and aims to provide a working environment which is free from unfair discrimination and will enable employees and volunteers to fulfil their personal potential.

**Applications**



**As part of our Safer Recruitment Policy, we do not accept CVs.**



If you are interested in applying for the role, please visit our website: [www.eikon.org.uk](http://www.eikon.org.uk)/work-for-us/ where you will find all the information and the application form.

If you have any questions, please contact [recruitment@eikon.org.uk](mailto:recruitment@eikon.org.uk)

**Closing date for applications: 05th September 2025 @ 1700**

**We are scheduling interviews for week commencing 15/09/2025**

We do not provide feedback on applications.

We are happy to provide feedback to unsuccessful candidates who attended an interview upon request.