



**CULHAM ST GABRIEL'S**  
CHAMPIONING RELIGION AND WORLDVIEWS EDUCATION

## Digital Operations Manager

**Job Title:** Digital Operations Manager

**Reports to:** Chief Executive

**Hours of Work:** 0.8 FTE (28 hours per week, over 4 or 5 days)

**Location:** Home-based, with once-a-month in person meetings

**Salary:** £46,000 pro rata per annum (Actual: £36,800)

**Key Benefits:** 10% employer pension contribution, salary sacrifice scheme offered, optional private health insurance, employer supported volunteering scheme.

**Holiday Entitlement:** 25 days per annum, bank holidays and four discretionary days pro rata

Culham St Gabriel's Trust is an endowed charitable foundation whose vision is for a broad-based, critically reflective religion and worldviews education contributing to a well-informed, respectful and open society. The Trust is committed to providing teachers of religion and worldviews and other professionals with the connections, challenges and professional development they need.

As our Digital Operations Manager you will be an experienced professional who is passionate about digital strategy and transformation. You will have knowledge of the charity, education or religion and worldviews sector. You will be a collaborative team player who thrives in an often-changing context, having an innovative and adaptable approach to your work.

You will join a small, friendly staff team. Our values lie at the heart of everything we do and are summed up in the principles of empowering others and collaborating purposefully. We are a remote working organisation, meeting regularly online for team meetings, and in-person at least once a month. Occasional travel to other in-person meetings on Trust business may be required as part of this role.

We encourage you to have a short informal conversation about this role before you decide whether to apply. Please contact Kathryn Wright, Chief Executive. [ceo@cstg.org.uk](mailto:ceo@cstg.org.uk). For more information about the Trust please visit [www.cstg.org.uk](http://www.cstg.org.uk) and our website for educational professionals [www.reonline.org.uk](http://www.reonline.org.uk)

### Role Description

#### Summary

Our Digital Operations Manager is responsible for the stability and availability of all our digital platforms to ensure the best digital experiences for employees, trustees, grantees and the wider religion and worldviews community we serve. You will oversee continual digital transformation of systems and processes, including understanding and use of AI. You will

sense and respond to contextual changes and challenges leading on optimisation of Trust operations minimizing incidents and operational risk whilst maintaining the agility of the Trust.

## Digital Management and Transformation

- **Digital Strategy:** Develop and implement a digital strategy aligned with the charity's strategic objectives.
- **Artificial Intelligence:** Lead on the Trust's understanding of and use of AI in relation to its operations and as a service provider.
- **IT Providers Management:** Manage relationships with our IT managed service provider, e-learning and website providers. Leading on technical maintenance and development issues, ensuring they remain within budget and milestones and to agreed quality levels.
- **Software Management:** Manage software applications (e.g. Salesforce, Zoom, Hootsuite, Mailchimp) and ensure they meet the needs of the charity. Support staff in their use.
- **Data Management:** Manage and oversee GDPR compliance, privacy policy and data retention policy. Support staff in the measurement of impact across programmes and services through digital solutions, data collection and analysis.
- **CRM Management:** Oversee the day-to-day management and development of our Salesforce CRM system, ensuring data integrity.
- **Staff Development:** Work closely with staff to understand their digital needs, ensuring they can effectively use technology in their roles.
- **Cyber Security:** Implement and maintain robust cybersecurity measures to protect the charity's data and systems.
- **Risk Management:** Lead the Trust's mitigation of online risks, including cybercrime and online behaviour.

## Skills and Experience

| Essential  | Desirable  |
|--|--|
| A commitment to the vision, mission and values of Culham St Gabriel's Trust  | Minimum of 2 years' experience of digital operations in a similar context.                               |
| Experience in championing and implementing digital strategies aligned with organisational objectives.  | Innovative mindset to continually drive digital transformation of systems and processes                  |
| Proficiency in managing software applications including Microsoft Teams, Zoom, Hootsuite, and Mailchimp.   | Ability to understand and address digital needs of staff, providing IT support and training.             |
| Proven ability to manage relationships with IT service providers and ensure technical maintenance and development within budget and quality standard | Ability to sense and respond to contextual changes and challenges, leading on optimization of operations |

|  |   |
|--|---|
| Strong knowledge of GDPR compliance, privacy policies, and data retention policies.                                  | Ability to collaborate effectively with various stakeholders.                 |
| Experience in managing a CRM system, such as Salesforce, ensuring data integrity.                                    | Willingness to sometimes work out of normal office hours (TOIL will be given) |
| Experience in implementing and maintaining cybersecurity measures, including mitigating online risks and cybercrime. |   |
| Experience in leading the use of AI in operations and service provision  |   |
| Strong communication skills to work with staff and understand their digital needs.                                   |   |
| A commitment to diversity, equity and inclusion.   |   |
| Right to work in the UK  |   |

## How to apply

To apply for this role, please email, Kathryn Wright, [ceo@cstg.org.uk](mailto:ceo@cstg.org.uk) with the following:

- A copy of your current CV in Word or PDF format, including the names of two referees. Referees will not be contacted until the end of the recruitment process.
- A covering letter in Word or PDF format on a single side of A4 which answers the following:
  - a. Tell us what motivates you to work within the religion and worldviews education charity sector.
  - b. Tell us why you are interested in this role.
  - c. Tell us about the experience you would bring to this role.

**Closing date:** Friday 23<sup>rd</sup> May at Noon.

**Notification of Shortlisting:** Friday 30<sup>th</sup> May

**Interviews:** Thursday 5<sup>th</sup>/Friday 6<sup>th</sup> June. We may operate a two-stage interview process. Second interviews will be held on 11<sup>th</sup> June. **All interviews will be held online.**

**Start Date:** 11<sup>th</sup> August (if possible, but we are prepared to wait until 1<sup>st</sup> September for the right candidate)

Culham St Gabriel's is committed to equity, valuing diversity, and enabling inclusion both in our workplace and in our recruitment process.