

## Role specification.

### Role Title: IT Service Delivery Manager

Region(s)	Manchester Green
Reports to	Director of Lending Operations
Contact	hr@assetzcapital.co.uk
Salary	Dependent on experience

### Role Purpose

There's always a light-bulb moment behind every great idea - and so it was with us.

Back in 2011, we were in the middle of the global financial crisis and bank funding for businesses had pretty much dried up, particularly for anything property related. At the same time banks had slashed rates on some accounts to near zero and people were struggling to get any kind of fair return on their money. Times were hard.

We launched Assetz Capital in 2013 and since then our marketplace has become a simple and fair way to invest and borrow. We've lent well over £1bn to businesses and we've paid over £100m of gross interest to our investors, many of them retail investors investing some savings. Together, we're having a huge impact, funding the house building of around 1 in every 100 new build homes in the last couple of years and also supporting many other types of businesses from manufacturers to care homes and wholesalers to hotels.

*In both 2018 and 2019, Assetz Capital was recognised as one of the UK's top 100 fastest-growing technology companies in the Sunday Times Tech Track 100.*

*In 2020, Assetz Capital was also approved for accreditation as a lender under the Coronavirus Business Interruption Loan Scheme (CBILS) by British Business Bank., the government backed loan scheme to help the economy through Covid-19.*

As the business has grown, the way our employees interact with our systems has become ever more important. IT underpins everything we do, and seamless communication and collaboration between our colleagues around the business is at the core of our delivery approach.

As an IT Manager, you will be managing Assetz Capital's internal IT function, from hardware provisioning and telephony to Office 365 and the other software packages we depend on. You will work directly with our third-party vendors to drive the successful evolution of our internal IT solutions.

You will keep updated on the competitive landscape and industry trends, and you will work directly with our colleagues to ensure their needs are central to how we drive the internal IT function forwards.

## Responsibilities

You will drive continuous improvement within the internal IT function, by implementing KPIs for service delivery and cost which ongoing initiatives can be measured against.

You will be responsible for managing the relationships and contracts for our IT service delivery partners, overseeing and streamlining the provisioning of hardware (including telephony) and software to our offices and staff.

You will work closely with our non-technical colleagues to provide in-house training and IT support, and ensure that internal IT support tickets are being escalated to third-parties and handled appropriately. You will measure and optimise internal IT processes and aim to reduce cost.

You will have a keen focus on security and compliance, keeping in mind that we are an FCA-regulated business. You will arrange regular penetration and disaster-recovery testing and continuously improve the security and stability of our internal IT systems and processes.

Responsibilities include:

- Driving continuous improvement of Assetz Capital's internal IT function
- Planning, coordinating and executing internal IT initiatives via our partners
- Maintaining internal policies for IT hardware, software and appropriate use
- Ensuring adequate internal IT training is provided to staff
- Evaluating potential internal IT vendors and solutions
- Managing relationships, contracts and SLAs for third party IT service providers
- Ensuring third-party technical support is provided appropriately to staff
- Owning and managing internal IT related risks
- Ensuring internal IT security, GDPR and compliance standards are met
- Managing the internal IT budget and driving cost effectiveness
- Hardware and software provisioning for staff and offices
- Managing and evolving our telephony solution
- Managing access for new starters / leavers

## Skills and knowledge

- 1+ years' professional experience with managing internal IT
- Good understanding of the Office 365 and AAD ecosystem
- Competency in internal IT security governance and compliance
- Customer-centric mindset
- Excellent verbal & written communication
- Highly organised, self-motivated and pro-active
- Experience working in a financial services company or other regulated environment

## Benefits

- 23 days holiday, rising to 25, plus statutory bank/public holidays
- Birthday Leave
- Flexible Working Hours
- Pension Scheme
- Healthcare benefits
- Life cover
- Staff Share Pool Bonus Plan
- A relaxed and committed environment supported by an enthusiastic team
- Hybrid Working

### Main Office

Assetz House, Manchester Green  
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Assetz Capital also offers Coronavirus Business Interruption Loan Scheme ("CBILS") loans to corporate borrowers through Assetz Capital Lending Limited. Assetz Capital Lending Limited is a company registered in England and Wales with company number 12632494. Assetz Capital Lending Limited is not authorised or regulated by the Financial Conduct Authority. Assetz Capital Lending Limited is registered with the Office of the Information Commissioner (Reg No: ZA759694) for data protection purposes.