



Post title: IT Lead & Project Coordinator

Contract Type: Permanent, (Full time or part-time equally considered)

Work Location: Hybrid but with regular office presence

Salary Range: £33, 000- £35,000 per annum (pro rata) Experience determined

Overview

The National Extension College (NEC) is an educational charity and part of the Open School Trust. For over 60 years, we have delivered high-quality, flexible, tutor-supported distance learning across the UK. We are growing rapidly, supporting more students than ever before. As a charity, all surpluses are reinvested into improving resources, technology, and access to education. Our staff play a vital role in helping us widen access to life-changing learning.

Job Purpose

To take responsibility for the day-to-day operational aspects of the organization’s IT functions, ensuring high-quality service delivery. This role focuses on coordination and infrastructure stability—making sure systems like AWS are working well—while the Transformation Manager focuses on process efficiency.

Key Responsibilities

- Coordinate and lead on day-to-day operations covering IT equipment, infrastructure, and user support
- Check the status of systems at the start of each working day to ensure processes are running as expected.
- Work with Deputy Director: Finance & Operations on IT planning, assessing priorities, budgeting and forecasting in respect of spend associated with IT, including projects.
- Build and maintain a thorough working knowledge of software systems and processes, taking a holistic approach to understand the wider impacts of decision making.
- Manage AWS and VoIP networks by liaising with external partners to troubleshoot issues or plan for changes
- Define, develop and continually review proper testing plans for Moodle, SuiteCRM , Wordpress and other system upgrades as necessary.
- Develop concepts, options appraisals and business cases for efficient technology solutions to business challenges, maintaining traceability from vision and strategy to solution/service delivery (internally or by external partners). Whilst making best use of new and emerging technologies and techniques in the education sector that allow easier engagement and are interactive for users.

- Support the overall delivery of a portfolio of IT projects (Moodle, SuiteCRM, Wordpress) from initiation to completion, on time, within scope and to budget, following the methodology and best practice standards.
- Establish and ensure effective business and technology governance
- Lead the IT team and play an active hands on role in all technical aspects of IT projects. Ensure best value from support and development budgets, and monitor service levels and contracts.
- Coordinate with internal staff, both direct reports and other staff as part of project delivery, coordinating the tasks of staff and external partners.
- Maintain change control processes, mentor and support department managers.
- Ensure that quality improvement processes, key performance measures and business reporting metrics are implemented to meet agreed audit standards.
- Establish, maintain and review business continuity and disaster recovery plans, processes and procedures for the organisation, ensuring appropriate resilience is in place for IT systems and infrastructure and carry out penetration testing.
- Be on call as required to resolve IT issues, and check the status of systems at the start of each working day
- Responsible for data capture, recording and storage, data protection and IT Security within the organisation
- Responsible for the integrity, backup, update and operation of all the servers (most held and supported externally), IT equipment , and telephone systems operated within the organisation
- Responsible for ensuring all IT processes and procedures are documented and updated in all aspects of IT service delivery, providing user guides as required
- Provide reports to management and Trustees of the organisation as requested
- Provide cover for the elearning systems administrator as required
- To undertake any other duties as and when requested by management or Trustees

Knowledge/Experience required

- Strong software development skills [essential]
- Demonstrable experience of developing and re-engineering IT processes [essential]
- Critically evaluate systems & processes to find efficient ways of operating [essential]
- Business analysis and solutions architecture. Requirements definition
- Understanding of software development lifecycle (particularly agile approaches SCRUM/Kanban)
- Ability to learn and adapt to new products and procedures as they appear
- Ability to interpret control and process requirements
- Experience in commissioning and leading on software development projects
- Knowledge and experience of networking, routing, firewalls and switches [essential]
- Leadership skills
- IT and business programme management experience

- Web, LAMP Stack, Cloud (AWS EC2), Google Applications, ChromeOS
- Working with open source solutions.
- Microsoft product experience
- IT strategic planning and budgetary experience
- Educational technology and e-learning experience
- Experience of basic data analysis and report writing
- Coordination of external contractors and internal operation teams
- Solid customer service focussed approach to resolving IT issues
- Ability to progress multiple tasks through effective scheduling and time Management [essential]
- Ability to quickly build rapport and trusted relationships
- Excellent problem solving, troubleshooting and trend analysis skills [essential]
- Systems security (including cyber), penetration testing, privacy and data protection.

Qualifications

- Graduate in Technology-related subject and significant experience in IT development
- Professional certification ITIL/Service Management (desirable) or IT service provision experience and knowledge [essential]
- IT Infrastructure qualification or equivalent [desirable]
- At least 3 years' experience of similar role, including software and applications installation and development, network development and infrastructure [essential]

Performance measurement

- Delivery of change programmes
- Delivery of projects
- Working within budget and meeting timescale objectives
- Work with IT staff to set and review objectives according to organisation policy

Benefits:

23 days annual holiday plus bank holidays (with additional 4 days during Xmas shutdown); healthcare; pension; group life scheme; employee discount on NEC courses and other training and development opportunities.

Closing Date: 26 June 2026

How to Apply

Please email your CV along with a covering statement to **Helen Smith**