Application Pack: IT Manager

Welcome!

Thank you for your interest in working with the Integrity Council for the Voluntary Carbon Market (the ICVCM).

This pack will give you an overview of our organisation's role in the voluntary carbon market, how we work and give context to the job you're applying for. You can also find lots of information on our website.

Introducing the ICVCM

If you join the Integrity Council for the Voluntary Carbon Market, regardless of which role you are in, your work and efforts will contribute to our organisation's goals to accelerate climate action.

We are a non-profit, independent governance body that aims to set and maintain a global standard for high integrity in the voluntary carbon market, unlocking private climate and carbon finance that would not otherwise be deployed.

What does that mean?

The latest climate science is clear that global emissions must be drastically reduced to avoid climate catastrophe and secure a habitable climate for the future.

At present, the world is not on track to limit global warning to 1.5° in line with the goals of the Paris Agreement. In order to change this, we need to use every tool available to us. This includes reducing carbon emissions at source but will also rely on maximising carbon markets which support the issuance, buying and selling of carbon credits, funding projects and programs that generate emission reductions and/or removals that would not occur without finance from carbon credit finance.

Voluntary carbon markets refer to markets which supply carbon credits to corporations and individuals that want to compensate for their carbon footprints and meet sustainability targets. "Voluntary" is used to differentiate from compliance markets, which exist as a result of policy or regulatory requirements. While companies must prioritise rapid cuts to their own emissions, buying carbon credits allows them to go further, taking responsibility for emissions they cannot yet cut.

Bringing integrity

The voluntary carbon market (VCM) can only thrive and deliver its potential impact if it is rooted in high integrity, transparency and trust. Integrity in this context can mean:
- Ensuring the promised reduction or removal is reliable – i.e. Does one carbon credit equal a tonne of greenhouse gas emissions reduced or removed from the atmosphere?
- Social and environmental safeguards mitigate potential adverse impacts of carbon crediting projects and deliver positive social and environmental impacts.
- Human rights of any impacted Indigenous Peoples and local communities are respected.
- Carbon crediting programs ensure that transactions are supported by transparent reporting and governance.
- …and more

Introducing ICVCM

We were founded in 2021, as a result of the Taskforce on Scaling Voluntary Carbon Markets. As an independent body, our role is to establish principles (the Core Carbon Principles - CCPs) and an assessment framework to validate the integrity of carbon crediting methodologies and programs. This means assessing existing programs and methodologies for 'CCP eligibility', ensuring that CCP-eligible programs and methodologies continue to comply with the CCP rules, and continually work to improve our principles and frameworks over time.

We have a growing team, working closely with an independent governing board, experts and members of Indigenous Peoples and local communities to ensure that our frameworks are fit-for-purpose to deliver integrity and transparency across the VCM.

How We Work

Our Vision and Values

As a team, we are working to deliver our vision and mission:

VISION

High integrity carbon finance delivered at scale for climate solutions that support people and planet

MISSION

Build integrity and scale will follow: we set the independent global standard to deliver a mature, efficient, high integrity voluntary carbon market. This will unlock finance at speed and scale for impactful, measurable and inclusive climate solutions.

This is underpinned by our values, which we aim to bring to everything we do:

Integrity: We have integrity, demonstrating honesty, transparency, accountability and responsibility for our work and commitments.

Collaborative: We are collaborative, harnessing collective skills, experience and partnerships through active listening, openness, constructive feedback and positivity.

Impactful: We are impactful, using innovative, strategic and creative thinking and challenging assumptions to overcome barriers to achieving our mission.

Inclusive: We are inclusive, welcoming and learning from diverse opinions and perspectives, embracing everyone's uniqueness, and treating others with understanding, kindness and respect.

Where We Work

We have team members across the globe, and are a fully remote organisation. We place high value on relationships and therefore try to find opportunities to meet face to face from time to time; travel to these events is encouraged for all team members, and for some roles travel will be required to attend events, meetings and conferences. However, you will not be required to attend an office on a daily or weekly basis!

When We Work

Our core time zone is UTC. Depending on the level of real-time interaction required with co-members, we are able to support different time zones. We can discuss this at interview for your specific application.

The Role

The IT Manager is a standalone role, responsible for managing ICVCM's outsourced IT MSP and ultimately to ensure effective delivery of ICVCMs IT functions (inc. Information Security), overseeing and ensuring the efficient functioning of all IT processes and systems. They will have strong technical skills related to a Microsoft cloud based infrastructure, a clear understand of best practice of Information Security policies and processes, IT management experience and a passion for keeping up with evolving technology trends.

The IT Manager is responsible for developing and managing the ICVCM IT provision, through contract managing and working in partnership with the appointed IT Managed Services Provider. The IT Manager is integral to ICVCM's continued operational efficiency and our growth and maturity as an organisation. Working with the Associate Director, Operations and wider Operations team, to define and deliver the organisations IT strategy, whilst ensuring that day to day IT operations run smoothly.

The standalone IT Manager role will lead on internal IT matters and delivery of IT development projects, ensuring that ICVCM embraces opportunities that can enhance our efficiency and effectiveness as an organisation, whilst remaining compliant with all Information Security requirements. A strong stakeholder management mindsight, robust contract management skills and the ability to act as a general IT subject matter expert for the organisation will allow the IT Manager to meet the organisation's needs.

Key duties

IT Planning and Reporting
- Work with the Associate Director, Operations and Managing Director, Global Operations, to set ICVCM's IT Strategy, to ensure compliance and relevant certifications are secured and maintained and that technological opportunities are embraced in support of the organisation's maturity journey.
- Plan and deliver all required IT projects to agreed time, cost and quality criteria.
- Oversee ICVCM's IT infrastructure, including hardware, software, and Microsoft tenancy ensuring that all required security and functionality is in place for effective organisation delivery.
- Work with other departments to assess their technology needs and implement solutions.
- Manage software procurement and license tracking to effectively monitor utilisation and adoption.
- Lead IT budgeting and planning, including forecasting hardware/software needs.
- Track and report on IT performance metrics, user satisfaction, and incident trends.

Information Security
- Act as ICVCMs lead for information security.
- Ensure that all required policies, systems, tools, processes and training are in place for robust and effective information security organisation wide.

Vendor and Service Provider Management
- Proactively contract manage ICVCM's IT Managed Services Provider (MSP), ensuring that all KPIs and contractual obligations are met, through:
  o Acting as the primary liaison with the MSP for issue escalation, service tickets and performance reviews.
  o Monitoring service level agreements (SLAs) to ensure timely resolution of IT issues.
  o Driving regular service reviews, providing feedback to improve service delivery
- Work with the IT MSP to identify root causes of IT problems and resolve and develop and implement strategies to mitigate IT risks.
- Ensure that the MSP is enforcing appropriate security measures to protect the security of the company's IT systems, networks, and data inc. any necessary audits and testing.
- Manage hardware providers to ensure equipment is procured, managed and retired in line with agreed timescales.

System Administration and User Support
- Provide subject matter expertise in IT, such as cybersecurity, Microsoft tenancy administration and application development.
- Ensure that all required IT onboarding and offboarding activity for staff is completed as required.
- Act as a general IT subject matter expert.
- Work in collaboration with the Operations Coordinator to:
  o Serve as the first point of contact for IT queries, and coordinate with the MSP for resolution of technical issues.
  o Manage user access to systems and applications, including onboarding and offboarding processes.
  o Manage technical elements of shared mailboxes, distribution lists, and permissions in collaboration with the MSP.
  o Manage access for third party systems not supported by the MSP, escalating issues with the provider's helpdesk.
  o Research and implement new technologies and solutions to enhance IT infrastructure and operations.
  o Develop, maintain and train colleagues on technical documentation, training materials, and standard operating procedures.
  o Develop and implement IT policies, procedures, and best practices.
  o Maintain an up-to-date asset register and ensure secure disposal of retired equipment.
  o Respond to ad hoc IT issues as they arise.
  o Own the development and administration of the ICVCM SharePoint site.

Experience

Experience	Essential	Desirable
5+ years as an IT Manager in an SME environment, ideally in a standalone, remote role.	X	
Significant contract management experience, including of an IT Managed Services Provider.	X	
Comprehensive understanding of UK information security legislation and information security tools, systems, best practice and requirements.	X	
Experience with cyber security, data protection, and compliance.	X	
Ability to manage IT projects and deadlines efficiently.	X	
Hands-on experience managing user accounts, permissions, and onboarding/offboarding processes across a Microsoft environment.	X	
Experience working in a global and/or fully remote organisation		X
Certifications such as CISSP, CompTIA Security+, ITIL MP or SL, Microsoft certifications relevant to this role such as MD102 etc.		X
Experience securing and maintaining IT certifications such as Cyber Essentials and Cyber Essentials plus, ISO 27001, 27002 etc.		X
Budget Management experience		X

Skills, Abilities & Attributes

- Excellent IT skills, in particular the use of Microsoft365 suite including M365 admin centre.
- Comfortable using and administrating Microsoft 365 tools – e.g. Office, SharePoint, Teams etc.
- Flexibility, adaptability, resilient to change and comfortable working in a fast-paced environment.
- Confidence in troubleshooting basic IT issues and following through with MSPs to resolution.
- Clear communicator who can translate technical issues for non-technical audiences and escalate appropriately.
- Strong analytical, critical thinking, troubleshooting and root cause analysis skills.
- Strong interpersonal skills.
- Positive, can-do attitude with a focus on developing ideas and solutions as part of a team.
- Mentoring, training and leadership skills (in relation to colleague development and training).
- Strong Project Management skills, including planning, execution, monitoring and risk management.
- Proactive with a strong sense of ownership.

Our Interview Process

We aim to keep our interview process as inclusive and transparent as possible.

Apply
- Apply via our portal, BeApplied. You will answer some screening questions and upload your CV. This allows us to assess all candidates equally, hiding factors which can cause bias.

Screening
- Applications are screened and scored. Unsuccessful candidates will be informed by email, and successful candidates will receive an email containing an invitation to book an interview slot.

1st Interview
- Interviews take place on Teams video calls. For this role, the first interviews are likely to take place in late October. Do get in touch if you need any adaptations to be able to access a Teams interview. Feedback will then be provided by email.

2nd Interview
- Most roles will then have a second interview stage, with more in-depth discussion. You may also need to prepare and deliver a presentation. This will again take place on Teams, with feedback provided to all candidates. The second interviews will take place approximately 1 week after the first interviews, and we will let you know if you need to prepare anything when we invite you to the call.

Offer
- If diaries allow, the successful candidate is likely to be invited to an informal call with our CEO before a formal offer is made. A written offer will then be made via email, and our onboarding process will then begin once the role is accepted.

If you have any questions, please feel free to ask these as you progress through this interview process with us.

Our Offer

We advertise salaries in GBP; if you are outside the UK, we will discuss equivalent salaries as we go through the process.

Our benefits offering also has some variation, due to local regulations and requirements. We aim to offer a fair package to all staff members, whatever their location, but fair does not always mean identical.

All team members are covered by life assurance and income protection insurance from day one, and receive a generous holiday allowance. We will discuss the specifics for your location during interview.

Questions?

If you have any questions, please submit these through the question function in BeApplied.

We look forward to receiving your application!