ujia

RECRUITMENT PACK



UJIA Digital Transformation and IT Manager

October 2026

About UJIA

UJIA is dedicated to ensuring that young Jewish people in the UK forge a personal relationship with Israel, so that they have a strong sense of belonging to the Jewish people.

Our work is organised into three pillars:

1. Empowering Young People

2. Experiencing Israel

3. Responding in Israel

We are dedicated to empowering young Jews by removing barriers to help them form strong connections with Israel and by cultivating future leaders who can inspire their peers. We do this through developing a thriving informal Jewish education sector with the Youth Movements and the Union of Jewish Students.

We have decades of experience in sending young Jews in the UK to Israel on rite of passage programmes, such as Israel Tour, Gap Years and Birthright Israel. These Israel experiences offer firsthand encounters, peer connections, and educational settings that are instrumental in strengthening a relationship with Israel.

We ensure that powerful Israel experiences do not end the moment participants return home. Without deliberate follow-up, the connection can fade quickly. Since 7th October, with Israel feeling both closer and more contested, our responsibility has become clearer: we must create the space for young people to reflect on what they experienced, deepen their engagement with Israel and their peers, and continue their journey. Our post-programme follow-up ensures that connection becomes continuity — helping young Jews to carry forward their relationship with Israel and strengthen their sense of belonging to the Jewish people.

We continue a role that has defined UJIA throughout our history: being there when the people of Israel need us most. Time and again, our community has turned to UJIA as the trusted vehicle to channel its solidarity and generosity to respond in moments of crisis. We now face the responsibility of ensuring that this culture of giving is embedded for the next generation, so that philanthropy is not seen as optional but as an essential expression of Jewish belonging. Since 7th October, our response has shown this in practice — mobilising funds rapidly and responsibly to support recovery and rebuilding in Israel's South and North, from trauma relief and education to livelihoods and basic needs. By doing so, we are not only meeting urgent needs on the ground, we are also deepening the sense of shared responsibility that binds our community to Israel and to the Jewish people.



United Jewish Israel Appeal is a registered charity no. 1060078 (England & Wales) and SC 039181 (Scotland).



Foreword

Thank you for your interest in joining our professional team at UJIA as Digital Transformation and IT Manager. This recruitment pack will provide you with an opportunity to learn more about our mission, values, and the impact we're working to achieve.

As Digital Transformation and IT Manager, you will improve UJIA's technology, systems and operational processes so colleagues can work efficiently to deliver the organisation's mission. This is a hands-on role with no direct reports, combining practical technical expertise with the ability to deliver lasting organisational change. You will take solutions from requirements and configuration through testing, rollout, training and ongoing support, working closely with colleagues and specialist suppliers.

UJIA works to provide a supportive organisational culture that prioritises people. We believe in fostering a positive and collaborative work environment, encouraging personal growth, and providing opportunities for professional development. We welcome your application and the opportunity to learn more about what you could bring to this role.

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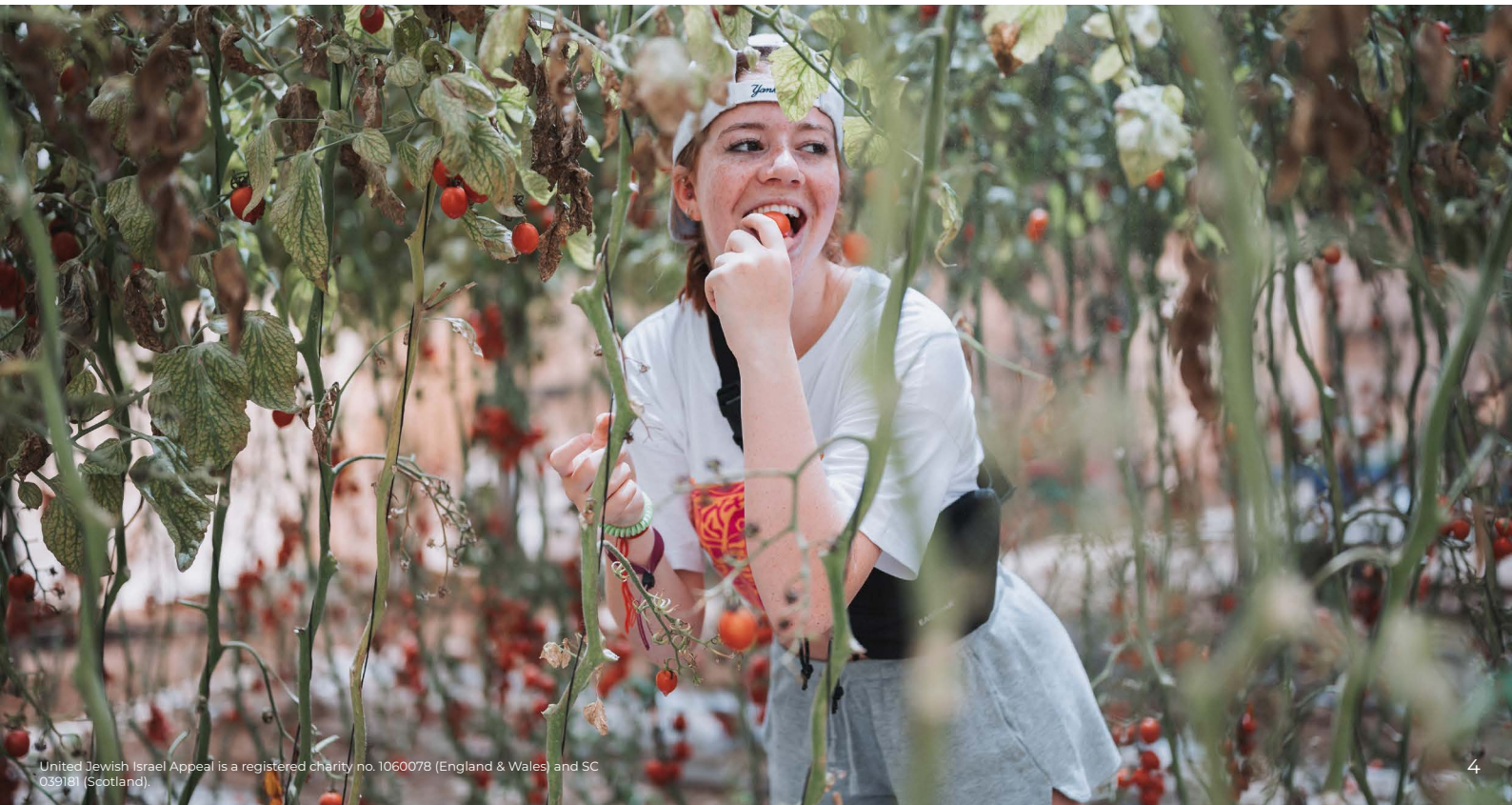
Roles & Responsibilities:

Digital transformation and systems development

- To assess UJIA's existing systems, data flows and working practices, identifying duplication, inefficiencies and opportunities for improvement.
- To develop and deliver a prioritised digital transformation plan, balancing organisational needs, available resources and the ongoing requirements of day-to-day IT.
- To translate colleagues' needs into practical technical solutions, taking responsibility for configuration, testing, implementation, documentation and ongoing improvement.
- To improve how systems connect and information moves between teams, reducing manual work and unnecessary duplication.
- To evaluate emerging technologies, including automation and AI, and implement appropriate solutions where they offer clear organisational benefit.
- To ensure systems are maintainable, proportionate and adaptable to UJIA's future needs, with clear measures of success covering efficiency, reliability, user experience and adoption.

Information management and data

- To improve the way UJIA captures, organises, shares and uses information.
- To work in partnership with the Head of Fundraising Operations and Programme leads to ensure that CRMs and other information management systems are used intelligently and effectively.
- To work with colleagues to improve data quality, consistency and accessibility, establishing clear processes and responsibilities for maintaining information.
- To enable more effective reporting and analysis through improvements to systems, reporting tools and access to reliable data.
- To work with the Head of Governance and Compliance and relevant colleagues to ensure access permissions, data handling and system changes reflect UJIA's information governance requirements.



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Operational processes and organisational change

- To develop and maintain an accessible operational process manual, ensuring procedures are simple, clearly communicated, understood and consistently followed.
- To work with teams to review and redesign processes before translating them into digital workflows.
- To involve colleagues in the design and testing of changes, understanding their needs and addressing practical barriers to adoption.
- To provide clear communication, practical training and accessible guidance so colleagues can use systems confidently and correctly.
- To work with the Head of People to align systems, processes and ways of working in support of an efficient and sustainable organisation.
- To encourage continuous improvement by helping colleagues identify problems, share ideas and develop their digital skills.

IT operations and supplier management

- To manage the day-to-day relationship with UJIA's outsourced IT provider, setting priorities, monitoring service quality and ensuring issues are resolved.
- To investigate and resolve issues within your expertise, coordinating specialist support when required and retaining ownership through to resolution.
- To work with the Head of People and Executive Assistant to ensure office technology, including PCs, printers, phones and online services, supports colleagues effectively.
- To coordinate technology onboarding and offboarding with the outsourced IT provider, including equipment, accounts and access permissions.
- To oversee IT assets, software licences, subscriptions and supplier contracts with the outsourced IT provider, ensuring appropriate provision and value for money.
- To work with the outsourced IT provider and Head of Compliance to maintain appropriate technical security, backup and recovery arrangements.
- To plan and manage system changes and upgrades to minimise disruption, maintaining clear technical documentation and support arrangements.
- Any other tasks as may reasonably be expected of an employee, as instructed by management.

This Job Description is not intended to comprehensively list the responsibilities of the post but to indicate the main areas which at this stage appear to be the essential requirements of the role.

Salary:

The salary for this role will be in the range £45,000 - £55,000 FTE commensurate with experience.

Reports to:

The role will report and be responsible to the relevant member of UJIA's Senior Leadership Team.

Place of Work:

UJIA's main office is in NW11 with travel to our offices in Manchester, Leeds and Israel as required and working from home in accordance with our flexible working policy.

Hours of Work:

Regular office hours are 09:00 – 17:30 Monday to Thursday, Fridays 09:00 – 13:30. This full-time role may involve some work outside of normal office hours for which we have a time off in lieu policy. We have a robust flexible working policy that allows for further flexibility. We have a robust flexible working policy that allows for further flexibility and have the option to accommodate alternative working patterns where required.

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Benefits:

- Holidays: 20 days + main Jewish Holidays + Bank Holidays + additional days occurred for length of service
- Flexible working policy from day 1
- Company auto enrolment pension scheme
- Employee Benefits Platform (including free counselling, financial advice, coaching and other offerings)
- Positive, supportive and collaborative working environment with opportunities for professional development

Desirable Criteria:

- Strong demonstrable technical ability, with practical experience configuring, administering, troubleshooting and improving organisational IT and business systems.
- A track record of personally delivering systems improvements from requirements gathering through configuration, testing, implementation, rollout and ongoing support.
- Experience working with CRMs or comparable information management systems, including data structures, permissions, workflows and reporting.
- Experience integrating systems and improving the flow of information between them, including data migration and cleansing where required.
- Experience reviewing and improving operational processes and translating organisational needs into effective technical solutions.
- Experience supporting colleagues to adopt new systems and ways of working, including explaining technical issues clearly, providing practical training and addressing barriers to adoption.
- Sound judgement in prioritising competing demands and balancing improvement projects with day-to-day operational needs.
- Experience managing external IT providers or technology suppliers.
- Practical understanding of information security, access controls, data protection and business continuity.
- Ability to work independently, with strong attention to detail and a willingness to undertake the hands-on technical and implementation work required to deliver results.
- Experience building and maintaining automations using workflow tools, low-code platforms, APIs or scripting.
- Strong data analysis skills, including experience developing reports or dashboards that support organisational decision-making.
- Experience evaluating and introducing AI tools for practical organisational use.
- Experience working in a charity, fundraising or similarly resource-conscious environment.

UJIA Key Systems:

- Microsoft 365
- Microsoft Power Platform
- Salesforce
- Blackbaud Raiser's Edge NXT
- Blackbaud Grantmaking Module
- Jotform
- WordPress
- Monday.com
- iplicit



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Expectations:

- A deep commitment to UJIA's Mission.
- To be an active team player, working effectively as part of a diverse team of staff and volunteers and contributing to the overall success of the organisation.
- To ensure data integrity and donor confidentiality are upheld in line with GDPR regulations.
- To work within the context of UJIA's ethos, policies and procedures.
- To serve a cross-communal user base, respecting and providing for a variety of individuals and organisations with diverse ideologies and beliefs.
- To undertake professional training and development as appropriate.
- To take part in broader UJIA organisational commitments (e.g., staffing fundraising events, attending whole-staff days, etc.).
- To be flexible with hours of work – urgent tasks or events may require working beyond formal office hours.
- To maintain accurate technical documentation and support arrangements for systems and processes.
- To work collaboratively across teams and with external suppliers, taking ownership of issues through to resolution.
- To manage competing priorities effectively and be flexible with work assignments as organisational needs evolve.



United Jewish Israel Appeal is a registered charity no. 1060076 (England & Wales) and SC 039181 (Scotland).



How to Apply

Please submit your CV along with a cover letter outlining your relevant experience and why you are the ideal candidate for this role to **recruitment@ujia.org**

To apply or if you have any questions about the work of UJIA, the role advertised, or need more practical information, please do not hesitate to email recruitment@ujia.org.

Closing date: 13th November 2026

We are an employer who aims to celebrate diversity and ensure inclusion and equal opportunities to all people regardless of race, religion, abilities or any other protected characteristic as defined by the Equality Act 2010. If you have a disability and wish to request a reasonable adjustment at any stage of the recruitment process, please contact **recruitment@ujia.org**

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