

## JOB DESCRIPTION

### Systems Lead

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<b>Reporting To</b>	Finance Manager
<b>Work Location</b>	Guildford (GU1 1TU) or Farnham (GU9 9QF) with flexible options.
<b>Hours</b>	Full Time
<b>Contract Type</b>	6 month fixed term

#### About Us

Challengers is a Guildford based charity that transforms the lives of disabled children and young people through the power of play. We provide fully inclusive play and leisure services for children aged 4–18, never excluding a child due to the complexity of their needs or family circumstances. Our work reduces social isolation, builds confidence and friendships, and provides vital support and respite for families across Guildford and the South East.

#### Our Vision

A World where all children and young people can play together, freely

#### Our Mission

To Transform the lives of disabled children, young people and their families through the power of play.

#### Our Approach

- Truly Inclusive
- Serious about Play
- Person-Centred
- Trustworthy
- Ambitious Together
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#### Your Role

We are looking to appoint a Systems Lead to conduct a comprehensive review of our operational infrastructure, identifying opportunities to improve efficiency, reduce cost and strengthen digital capability. Every pound we raise should go as far as possible towards our mission, and this role is central to making that happen.

Over six months you will assess our current systems and processes – including our CRM platform, and deliver clear, actionable recommendations with a phased roadmap for delivery.

We aren't looking for a "big budget" solution. We need someone who can work within the constraints of a non-profit budget to find creative ways to squash bugs, bridge gaps between fragmented systems, and streamline how our team works helping us create a smarter, more cost-effective way to make a difference.

## Duties and Responsibilities

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- System Mapping:
- Map all core organisational systems and how they interact
- Identify duplication, inefficiencies and gaps
- Assess data flows and integration points
- Work with teams across the organisation to understand workflows, gather requirements, and build buy-in for change
- Identify whether optimisation or replacement systems are required
- Provide a market assessment researching options, engaging with suppliers/potential suppliers where appropriate and develop high level costings and implementation considerations
- Produce a clear prioritised report and phased implementation roadmap
- Ensure recommendations are proportionate and aligned to the charities capacity
- Deliver outputs within a six month timeframe

*This is not an exhausted list-no job can be fully defined in one neat list. We will be looking for your flexibility to carry out other duties as may be responsibly required by your line manager to meet the changing needs of the department*

## PERSON SPECIFICATION

### Systems Lead

#### For this role, you will have:

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##### Essential

- Proven experience in reviewing and improving business systems or digital infrastructure
- Experience working with or reviewing CRM systems
- Strong analytical and problem solving skills
- Excellent stakeholder engagement skill
- Experience in delivering short term review or transformation projects

##### Desirable

- Direct experience with charity systems

- Experience managing or supporting systems migrations