

CAREERS AT TLG

TLG transforming
lives for good



Digital Solutions Manager

JOB DESCRIPTION



we are **transforming lives for good**

Transforming Lives for Good (TLG) is a national charity that helps churches to bring hope and a future for struggling children. That means getting alongside struggling children, providing practical support in and out of school and connecting with home to bring hope and a future.

All over the UK, children are struggling in school for all kinds of reasons and many families are suffering without hope. Nationally, the latest statistics show that:

- Children living in poverty are 4 times more likely to get a permanent exclusion from school
- More than two thirds of the current prison population were excluded from school
- One in six 16-24 year old 'NEETs' (those not in Education, Employment or Training) die within ten years of falling out of the system
- 1.5 million children are entitled to free school meals in the UK

But there is hope.

It comes through the local church making a real difference in their community. TLG is passionate about bringing a practical approach that goes way beyond education and works to build strong connections between local churches, families and schools. At TLG, we have a big vision to make the difference in as many children and families lives as possible. We are transforming lives for good!



TLG's culture & values

At TLG, our work is our vocation, giving us a rich sense of purpose. We also believe work can be a great experience and enable people to grow into their full potential. In fact, we are recognised nationally as an exceptional place to work. In 2019, we were named the best charity to work for in the UK by the prestigious Sunday Times Best Organisations to Work for.

This special award highlights all the positives about working at TLG! We love to look after our team and here are some of the great benefits we offer:

- Fun team times away
- Retreat days for staff
- Generous holidays and flexible working arrangements
- Above and beyond recognition for high-performing staff
- Support for staff with counselling and coaching
- Contributions towards training and professional qualifications.

Our Values

Holding to these values is vital in all aspects of our growth.

- **Greater Transformation**
Relentlessly focussed on the main thing (TLG's mission and vision), energised by the challenge, and deliberately missional.
- **Relational Leadership**
Bringing out the 'gold' in others, 'leaning in' when it's relationally tough, and humble yet courageous.
- **Local Church**
Celebrating the Church, grace and patience in partnership, and rooted in the local church community.
- **Excellence Every Day**
Joyfully exceeding expectations, learning from failure, and knowing uncertainty doesn't throw us.
- **Vibrant Faith**
Nurturing our own walk with God, following Jesus together even when it's tough, and realising work is mission – so much more than a job.

Digital Solutions Manager

Location:	Hybrid – TLG's National Support Centre (minimum 40% office-based including Tuesdays; 60% during probation)
Salary:	£29,071.20 (£36,339 FTE)
Hours:	Part-time (0.8 FTE, 30 hours)
Reporting to:	Head of Operations
Contract:	Permanent

Job Role:

At TLG, we're on a bold, pioneering journey towards 2030 – reshaping how we think, plan and operate so we can deliver our ten-year vision with agility and impact. Rooted in our conviction to see “Fulness of life for every child, no matter what struggles they face,” and mission to pioneer unique and relevant approaches for churches everywhere, we see technology as the accelerator that will turn vision into reality.

This is an exciting time to join the team. In response to the growing mental and emotional health needs of children and young people, TLG is exploring two major initiatives:

Therapeutic Hubs in churches and schools, and a UK-wide **Coaching Network** that equips ministry leaders to work therapeutically with children and young people. Together, these initiatives strengthen the local church's ability to connect with children and families and extend the reach of compassionate, evidence-informed support.

To make this possible, efficiencies and innovation must be at the forefront of how we work – streamlining processes, embedding digital solutions, and leveraging technology to unlock capacity and accelerate change. From utilising AI to build cross-team efficiencies, to rethinking operational models and championing a culture of continuous improvement, we're committed to working smarter and more creatively to maximise our impact.

As **Digital Solutions Manager** you'll shape the digital backbone that powers this mission – designing and delivering user-centred solutions across Dynamics 365, Power BI, and Power Automate, while overseeing data architecture and IT infrastructure. Anchoring a cloud-first, secure, privacy-conscious and data-informed approach, you'll enable TLG to scale innovation across programmes and give our teams the tools to move fast with confidence.

If you're a pioneer who loves collaborating across functions and turning complex needs into elegant, scalable tools that help churches connect with children and families, this is your invitation to accelerate TLG's next chapter!

Job Tasks:

Digital Roadmap

- Deliver a dynamic digital & technology roadmap that accelerates TLG's strategic priorities, ensuring every initiative directly contributes to operational agility and impact.
- Proactively integrate emerging technologies (Power Platform, AI) into TLG's operations, positioning the organisation ahead of digital trends to unlock new efficiencies and capabilities.

Digital Solutions Development

- Transform Dynamics 365 into a strategic enabler, ensuring configurations anticipate future needs and drive measurable improvements in user experience and organisational performance.
- Automate critical workflows through Power Automate, reducing manual effort and freeing capacity for mission-critical work.
- Deliver actionable insights via Power BI dashboards, empowering leaders to make evidence-based decisions that shape TLG's future.
- Embed a culture of agile innovation, where rapid iteration and robust documentation ensure sustainable, scalable solutions.

Data & Reporting Architecture

- Shape and maintain a robust data architecture that not only meets reporting needs and strategic KPIs but ensures TLG has actionable insights at its fingertip – empowering bold, evidence-driven decisions.
- Drive data governance and quality assurance processes that transform raw information into trusted intelligence, enabling confident, impactful choices across TLG.

Partnering & User Engagement

- Collaborate across TLG to turn operational challenges into scalable, user-centred digital solutions that unlock efficiency and enhance programme delivery – ensuring technology directly accelerates our mission.
- Equip teams with the confidence and capability to embrace digital tools and AI-driven efficiencies – raising digital literacy so staff can work smarter, reduce manual processes, and deliver greater impact.

IT Infrastructure & Compliance

- Manage the IT Systems and Infrastructure Lead, supporting their success in delivering a robust, future-proof infrastructure and services that ensure smooth operations and secure connectivity – providing TLG teams with the necessary tools to work effectively.
- Foster a culture of compliance and security by promoting accreditation, training, and adherence to policies – protecting TLG’s data integrity and reputation while enabling responsible and confident use of AI and digital technologies.
- Utilize strategic partnerships with technology and digital providers to drive innovation and introduce top-tier solutions that enhance TLG’s capacity to fulfil its mission efficiently.

Innovation & Continuous Improvement

- Identify and implement automation, integration, and digital innovations to minimize manual tasks, optimize workflows, and create capacity for mission-critical activities – achieving tangible efficiency improvements throughout TLG.
- Test and integrate advanced tools and features that improve user experience and operational effectiveness – keeping TLG agile and able to scale its impact.
- Equip staff with the knowledge and confidence to utilize technology proficiently – developing a digitally skilled workforce that maximizes systems to deliver stronger outcomes.

Key Indicators:

- Staff confidence in digital systems and support improves year-on-year, as measured by annual survey scores – indicating successful adoption and trust in TLG’s digital infrastructure.
- Power Platform solutions deliver measurable efficiency gains, demonstrated by reduced manual processes and time savings across key workflows.
- Projects are delivered on time and within budget, with clear evidence of digital solutions accelerating programme delivery and organisational agility.
- Cost efficiencies achieved through automation and integration, freeing resources for frontline mission activities.
- Training initiatives result in measurable improvement, demonstrated by a high proportion of staff completing digital literacy programmes and reporting increased confidence in using AI and automation tools to streamline workflows.
- Zero critical data breaches and full adherence to TLG’s data policies.

Additional Responsibilities:

- Attend, fully participate in and, on occasions, lead daily Christian devotionals and times of worship for the staff team.
- Attend TLG’s Staff Conference twice a year. This includes active participation in corporate Christian prayer and worship and the opportunity to share faith testimonies of young people involved in TLG programmes.
- Play an active part in promoting the work of TLG including the recruitment of individual regular donors through TLG Hope Giver scheme.
- Take on additional responsibilities for tasks as your role develops.

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
QUALIFICATIONS	<ul style="list-style-type: none">• Degree or equivalent experience in Information Systems, Computer Science, or a related field.	<ul style="list-style-type: none">• Microsoft Certified: Power Platform App Maker Associate (PL-100) or Power Platform Functional Consultant (PL-200).• Qualification in Project Management i.e. Agile.
SKILLS & KNOWLEDGE	<ul style="list-style-type: none">• Ability to lead and motivate others, fostering a positive and collaborative team environment.• Naturally generates creative ideas and embraces innovation to improve processes and deliver smarter solutions.• Strong influencing skills, with the ability to build consensus and drive change across teams and with external partners.• Excellent teamwork skills, demonstrating flexibility and a willingness to support colleagues across the organisation.• Outstanding interpersonal and communication skills, able to explain technical concepts clearly to non-technical stakeholders.• Proactive problem-solver, able to take initiative and make sound decisions under pressure.• Ability to manage multiple projects and priorities in a dynamic environment.	<ul style="list-style-type: none">• Understanding of core business processes in the charity sector.

PERSON SPECIFICATION CONT.

	ESSENTIAL	DESIRABLE
EXPERIENCE	<ul style="list-style-type: none">• Proven experience configuring and managing Dynamics 365 and Power Platform solutions.• Highly developed skills in Power BI, Power Automate, and user-focused digital development.• Engaging and building relationships with a range of stakeholders.	<ul style="list-style-type: none">• Leading and managing teams to deliver organisational goals and objectives.• Experience with Project Management & Dev Ops best practice.• Proven experience leveraging AI platforms to enhance processes, drive efficiencies, and deliver innovative digital solutions.
CHRISTIAN LIFESTYLE	<ul style="list-style-type: none">• Commitment to actively pursue the ongoing personal, professional and spiritual development of themselves and colleagues in order to enhance the contribution to TLG.• Able to work sensitively with those of different cultures and faiths whilst having their own strong and vibrant Christian faith.• To be an active part of a church family.	
ADDITIONAL	<ul style="list-style-type: none">• Provide 3 referees – one referee must support applicant’s Christian commitment.• Provide evidence of qualifications and suitability to work in the UK and appropriate qualifications.• Live within a reasonable travelling distance.	



Application process

Apply today through our website:

www.tlg.org.uk/careers

- After clicking 'Apply', you'll be taken to an online application form. This will include uploading a personal statement explaining how you meet the criteria outlined in the job description for this role and your motivation for applying. There will also be some questions exploring how your faith relates to your working life, and an option to upload a CV later in the form.
- After the closing date, we'll be in touch via email. If you've been shortlisted for the role, you will receive an invitation for a short initial interview which will be held online.
- If successful following your initial interview, we'll then invite you to a final interview in person at our National Support Centre in West Yorkshire.

You can find the closing and interview dates in the role's advert on our website.

We would welcome applications from candidates from diverse backgrounds to enable us to better reflect the needs of the communities we serve.

Having trouble with your application?

If you have any problems with the online application process, please contact recruitment@tlg.org.uk and someone will get back to you as soon as possible.

Note: If you're having trouble, please check Website Tracking and Third-Party Cookies are enabled, and you have updated to the latest version of your browser and device software.