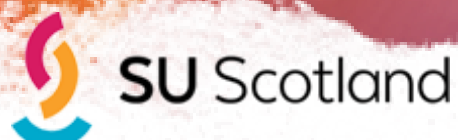


# RECRUITMENT PACK



**IT Systems Coordinator**

April 2026



Scripture Union Scotland is registered in Scotland as a charity (no.SCO11222)  
and as a company limited by guarantee (no.SC54297).

New Olympia House, 13 Olympia Street, Glasgow, G40 3TA.  
[suscotland.org.uk](http://suscotland.org.uk) | 0141 332 1162



# Recruitment Pack

## IT Systems Coordinator

April 2026

### Hello.

Thank you for taking the time to check out this new opportunity to join the SU Scotland team!

Our shared vision is to see every child and young people in Scotland exploring the Bible and responding to the significance of Jesus.

We're probably best known for our work in schools, with churches and in SU centres – not to mention our dynamic programme of holidays and camps for children in P5 through to S6 where we say to every child and young person, "You belong here."

This **newly-created role** of IT Systems Coordinator is vital to ensuring our staff and volunteers are supported by reliable, well-managed digital systems and services. Acting as a key facilitator, you will bridge the gap between our internal team and our external IT providers, ensuring technical requests and system changes are effectively channeled, prioritised, and resolved.

Crucially, this role provides essential administrative and operational support for our IT systems – managing supplier relationships, tracking invoices and renewals, and maintaining the accurate documentation that allows our ministry to function efficiently and securely.

Please enjoy reading through the enclosed recruitment pack and if you have questions about the role prior to applying, just shout.

Meantime, be assured of our prayers for you and others giving serious consideration to whether this could be the right thing for you.

*Robin*



Robin MacLellan, CEO  
[robin.maclellan@suscotland.org.uk](mailto:robin.maclellan@suscotland.org.uk)



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# ABOUT SU SCOTLAND

Scripture Union Scotland is part of the worldwide family of Scripture Union movements that began in the nineteenth century and now operate in over 130 countries across the world.

We are a Christian charity working in partnership with local churches and other sympathetic organisations. More than 2,500 volunteers are involved in helping to run our activities, together with around 140 staff and associate workers.

- Our SU Holidays and weekends are the place to be for high energy activities, music, crafts, friends, fun, camping and a whole lot more with Magnitude. Festival adding a dynamic new dimension to the mix.
- Our residential centres are places of adventure, escape, discovery and hope, hosting thousands of school pupils on residential breaks each year.
- We work in schools throughout the academic year. SU workers and volunteers contribute to the curriculum in many of Scotland's schools.
- Our discipleship programme helps young people to grow, learn, explore and develop leadership skills.



# OUR VISION & VALUES



**Our vision is to see every child and young person in Scotland exploring the Bible and responding to the significance of Jesus.**

**Everything we do is governed by two core values: [dependence on God](#) and [deepening relationships](#).**

**We love to see children and young people:**

- **Feeling valued and accepted in every encounter with SU Scotland** being able to express their views, engage with others, and grow in confidence as they recognise and develop their abilities.
- **Exploring the key stories and events from the Bible**, reading and studying the Bible on their own and with others, and growing in their understanding of God and what it means to follow him.
- **Having opportunities to learn about Jesus.** Making the decision to follow Jesus, and having the confidence to reflect this in their choices, attitudes and actions.



# OUR STRATEGY 2024+

## VISION

Our vision is to see every child and young person in Scotland exploring the Bible and responding to the significance of Jesus.

## VALUES

Everything we do is governed by our core values of Dependence on God and Deepening Relationships

## OUTCOMES

we seek for children and young people

### Discover

Discover God's love for them  
Encounter God's goodness through the service of his people  
Explore God's world

### Explore

Explore and understand the Christian faith  
Read the Bible and understand its big story

### Respond

Space to reflect and make a response to the Gospel  
Children and young people coming to faith

### Flourish

Confidence in living for Jesus and sharing faith  
Grow as a disciple and young leader  
Help disciple others

## ANCHORS

As we work we will do so with:

Bibles open – Prayer central – Ministry at the Margins prioritised – Volunteers first – Disciples making disciples – Serving churches – Residentials transforming lives

# JOB OVERVIEW

**Job Title:** IT Systems Coordinator

**Purpose:** The IT Systems Coordinator ensures that Scripture Union Scotland's staff and volunteers are supported by reliable, well-managed digital systems and services. The role acts primarily as an administrator and coordinator of IT services, ensuring that internal technical issues, requests, and system changes are effectively channelled to SU Scotland's external IT providers and suppliers. Working closely with internal stakeholders and external partners, the IT Systems Coordinator ensures requests are prioritised, tracked, and resolved efficiently.

**Salary:** £15,730-16,485 per annum, (Full-time equivalent £26,217-£27,475 per annum) dependent on experience - plus generous employer pension contributions and other benefits

**Location:** SU Scotland Head Office, Bridgeton, Glasgow

**Contract:** Part-time - 22.5 hours a week (0.6 FTE), Permanent

**Managed By:** Head of CRM and Analytics

## Key Relationships:

**Internal** COO, Leadership Team, HR, Finance, departmental heads, and SU Scotland staff.

**External** Managed IT Service Provider (MSP), software vendors, IT consultants, telecoms providers, and equipment suppliers.





# TASKS & RESPONSIBILITIES

## **Provide IT Coordination and Service Management**

- Act as an escalation and oversight point for IT issues, ensuring timely resolution and continuity of service.
- Channel and prioritise requests to the external IT provider or relevant supplier.
- Monitor open tickets and proactively follow up to ensure timely resolution.
- Communicate clearly with staff regarding progress and outcomes.
- Escalate urgent issues where appropriate.

## **Managed Service Provider and Supplier Liaison**

- Coordinate communication with the Managed Service Provider (MSP).
- Track service requests and ensure providers meet agreed response times.
- Liaise with suppliers of software, telecommunications, and equipment.
- Support management of contracts for IT support services, telecoms, mobile devices, and printing services.

## **Carry out IT Administration and Operational Support**

- Maintain SU Scotland registers for IT hardware and equipment.
- Maintain up to date records of software licenses and subscriptions.
- Track IT-related invoices and renewals and ensure these are actioned in a timely manner
- Support IT budget monitoring and track expenditure
- In conjunction with HR, coordinate staff IT onboarding and offboarding processes

## **Knowledge Base and Documentation**

- Create Internal IT procedures and guidance.
- Provide staff self-help guides for navigating SU Scotland's IT systems
- Keep documentation of recurring issues and solutions.
- Create IT system access and onboarding checklists.

# TASKS & RESPONSIBILITIES

## Systems Oversight and Continuous Improvement

- Monitor performance of key SU Scotland IT systems, providing feedback to the Head of CRM, where appropriate.
- Support system upgrades or improvements.
- Identify recurring IT system issues and opportunities for improvement.
- Support digital initiatives and operational improvements.

## Policy, Compliance and Good Practice

- Assisting with the maintenance and review of IT policies.
- Support good practice around system access and data security.
- Ensure registers and documentation support compliance with GDPR requirements.
- Promote responsible and effective use of digital systems across SU Scotland

## Ministry Partnership Development

Each member of the SU Scotland staff team is involved in Ministry Partnership Development to an appropriate extent. Action plans may include:

- personal approaches to potential donors and prayer supporters to invite them to partner in your ministry
- regularly updating your action plan and keep a track of tasks undertaken
- regular communication with existing prayer and financial supporters to ensure they are well-informed and their contribution appreciated
- promoting volunteer opportunities

## Occupational Requirement

An Occupational Requirement applies in terms of the Equality Act (part1, schedule 9). This post requires the occupant to have a personal faith in Jesus Christ as Saviour and Lord and to believe the Bible to be fully trustworthy, in all that it affirms, and the highest authority for faith and life in keeping with SU Scotland's statement of faith. These principles require to be applied alongside the professional skills required in this role.

The above list is intended to give an indication of the range of duties for the role. Other tasks/responsibilities, appropriate to the remit, will be expected as required.



# OTHER REQUIREMENTS

## In common with all SU Scotland staff members:

- Further the aims and activities of Scripture Union Scotland
- Undertaking professional development through active participation in annual work appraisals, supervision and internal or external training as required or individually identified.
- Participate in other SU activities where appropriate, including national committees and events as agreed with your line manager
- Demonstrate commitment to the SU Scotland ethos, vision, values and work practices, and the wider ministry of SU in Scotland and beyond.

# PERSON SPECIFICATION

| CRITERIA   | ESSENTIAL | DESIRABLE |
|--|-----------|-----------|
| <b>Character</b>   |           |           |
| Highly organised with a natural ability to manage multiple requests, priorities, and deadlines simultaneously.                                   | ✓         |           |
| Strong attention to detail, with the ability to track tasks, follow up consistently, and ensure nothing is overlooked.                           | ✓         |           |
| Proactive mindset with the ability to identify recurring issues, suggest practical improvements, and escalate urgent issues appropriately        | ✓         |           |
| Can work independently but knows when to seek input.   |           | ✓         |
| Adaptable learner who can pick up new digital systems quickly.   |           | ✓         |
| A practising Christian whose lifestyle is in keeping with SU Scotland's ethos and statement of faith. Must enjoy the confidence of their church. | ✓         |           |
| <b>Competence</b>  |           |           |
| Confident using a range of digital systems (e.g., Microsoft Office 365, CRM systems, ticketing systems, spreadsheets).                           | ✓         |           |
| Able to support structured processes such as onboarding/offboarding and checklist-driven tasks.  | ✓         |           |
| Able to maintain accurate records, registers, and documentation.   | ✓         |           |
| Comfortable managing suppliers, tracking invoices, renewals, and service requests.   | ✓         |           |
| Familiar with basic IT concepts (e.g., devices, software licenses, user accounts), without needing to be a technical specialist.                 |           | ✓         |
| Exposure to budget tracking or financial administration.   |           | ✓         |
| <b>Chemistry</b>   |           |           |
| Clear and effective communicator when liaising with both non-technical staff and external IT providers.  | ✓         |           |
| Able to translate technical updates into plain, understandable language for staff.   |           | ✓         |
| Proactive in following up issues and keeping stakeholders informed.  | ✓         |           |
| Able to support others in using new systems effectively.   | ✓         |           |
| <b>Education / Experience</b>  |           |           |
| Experience in administrative, coordination, or operational support roles.  | ✓         |           |
| Experience working with external IT providers or Managed Service Providers (MSPs).   |           | ✓         |
| Experience maintaining documentation, knowledge bases, or internal guides.   |           | ✓         |
| Degree level qualification, College Certification or equivalent  |           | ✓         |



# TERMS & CONDITIONS

## **HOURS**

Part-time - 22.5 hours a week (0.6 FTE), Permanent

## **PROBATIONARY PERIOD**

The first three months of your employment will be probationary. Your performance will be reviewed throughout this period. If your performance is satisfactory at the end of this period, your appointment will be confirmed. The employer reserves the right to extend your probationary period.

## **TERMINATION OF EMPLOYMENT**

During the probationary period the notice required to be given either by you or Scripture Union Scotland to terminate your employment is one week. Except during the probationary period, the length of notice which you are obliged to give the company to terminate your employment is twelve weeks. Except during the probationary period, the length of notice which you are entitled to receive from the employer to terminate your employment is four weeks until you have been continuously employed for five years. Thereafter, you will be entitled to one further week's notice for each completed year of service up to a maximum of twelve weeks. Your employment may be terminated summarily in the event of a breach of contract by you that warrants summary dismissal.

## **SALARY**

£15,730-16,485 per annum (FTE £26,217-£27,475 per annum, pro-rated for part time). New appointees are normally placed at the starting peg point unless there are exceptional circumstances. You will be paid in arrears on a monthly basis, on or before the 28<sup>th</sup> of each month.

## **PENSION ARRANGEMENTS**

SU Scotland operates a Group Personal Pension Scheme for employees over 18 and under 75 years of age. An employer's contribution of between 5% and 9% of total pensionable salary will be paid (the actual amount depending on your level of employee's contribution.)

## **LIFE INSURANCE COVER**

Life insurance cover of three times your annual salary is provided, with the premium being paid for by SU Scotland.

## **HOLIDAYS**

The holiday year runs from 1 April to 31 March. Annual leave entitlement for a full-time post is 33 days paid holiday (this amount is inclusive of entitlement to local and national holidays). Annual leave entitlement for part-time and fixed term staff is pro-rata. Annual leave entitlement will increase with length of service.



# NEXT STEPS

If you feel this role is something that God may be calling you to apply for:

- For general questions about the role, please email [albert.canfield@suscotland.org.uk](mailto:albert.canfield@suscotland.org.uk)
- Complete your application on our BambooHR portal: <https://suscotland.bamboohr.com/careers/106>
- Submit your completed forms through the application portal on BambooHR before the closing date - **4pm, 11 May 2026**
- Interview date - **20 May 2026**
- Start Date: **June 2026**

**THANKS FOR YOUR INTEREST!**



**SU Scotland**

@suscotland    

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Registered office: New Olympia House, 13 Olympia Street, Glasgow G40 3TA. Telephone: 0141 332 1162  
Scripture Union Scotland is registered with the Information Commissioner's Office under registration reference ZA356097.  
SU Scotland subscribes to the United Nations Convention on the Rights of the Child, as reflected in UK law.