

## Contact

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*You  
can help create  
a society free  
of problem  
debt*

# IT Careers

Jobs@Stepchange.org  
Part of StepChange Debt Charity

## About us

We're the UK's leading debt advice charity, and our vision is to create a society free from problem debt. Debt can create stress and worry in people's lives. And that's why the work we do is so important. We've already helped to change the lives of over two million people, and with your help, we can achieve even more. Working for us is so rewarding because every one of our colleagues helps to make a positive difference to people when they need it most.

At the charity, we do something amazing: we help people in financial difficulties resolve their problems, repay their debts and rebuild their lives. We do this by working together to deliver solutions and services that change lives and society for the better. We're always striving to improve what we do, whether it's through our campaign work, our conversations with clients, creditors and partners, or developing for the future, we're making change happen for the better.

We're embarking on a journey to transform and modernise our IT services and our ways of working through close collaboration and partnerships. We're achieving this by passionately embracing new technology and empowering multi-disciplined teams to deliver ambitious strategic objectives through creativity, innovation and forward thinking.

### StepChange Debt Charity

As a charity we're focused on doing the right thing for our clients, colleagues and society as a whole, whilst maintaining a commercial drive to deliver on our commitments. We embrace the opportunities and risks of championing new exciting technologies by having the courage to fail, ensuring we learn quickly and positively to push the boundaries and learn from our mistakes.

Our passionate, driven and committed IT teams are all co-located in the centre of Leeds, ensuring an open, honest and supportive atmosphere through face-to-face interaction.

We're keen to invest in the continuous improvement of our IT professionals, and recognise the importance of flexible working, work-life balance and a positive social environment.

*Our colleagues  
really are at the  
heart of everything  
we do, and that's  
why, without them,  
we couldn't be us.*



# Our teams

## Infrastructure

Working within the Infrastructure team you will get the opportunity to work with a range of popular technologies stored both on premises as well as within the cloud. Where possible we are always looking to keep up to date with market trends and technologies and want you to be an integral part of this investigation and implementation. Within the Infrastructure team we cover a variety of tasks including networking, server maintenance and upgrades, network and infrastructure security & telephony.

## Architecture

This is where you'll get to work on defining the Architecture for the charity and help us to realise our strategic objectives. To do this, you'll have opportunities to work with subject matter experts from across the charity as well as our highly skilled IT teams. Roles in Architecture are focussed on designing systems that are flexible, maintainable and secure whilst meeting user needs and the charity's long term objectives.

## Testing & Quality Assurance

At StepChange Debt Charity we concentrate on producing high quality testing that meets the requirements of our charity using the most appropriate tools and techniques. Working in a fun yet professional environment you will be involved in ensuring the testing at StepChange Debt Charity is the most efficient and effective that it can be.

## Development

We have three teams, which develop and maintain the applications for specific areas of the charity. We have a strong team ethic, where we support each other in our software and personal development. We engage in change and projects from concept through to warranty, in which we constantly demonstrate our ability to deliver high quality solutions on time.

## IT Service Delivery

Roles in Service Delivery are varied, rewarding and challenging on a daily basis. In joining IT Service Delivery you'll be part of a fast paced team that delivers everything from the system changes that make a difference to our clients and colleagues to manage incidents and 3rd party relationships.

IT Service Delivery at the charity doesn't standstill and we are always looking for opportunities to automate processes that deliver improved IT services across the whole portfolio.



# Meet some of our team



**Alasdair**

**Lead Developer**

I joined the charity in October 2012 as an Application Support Developer, this was at the same time as our big rebrand project. Since then I've been involved in a lot of big projects and also progressed to the role of Lead Developer. Before joining StepChange Debt Charity I worked for a large bank as a small cog in a very big machine, whereas now I'm working in one closely aligned IT department where we all help and support each other through the challenges. It's a culture change and one for the better.

As a charity there's a real recognition that what we're doing is directly contributing to improving clients' lives. Decisions that at other places would be taken on what's the cheapest, quickest or most profitable option instead are made with "what impact will this have to peoples' lives" as a primary concern. That's a real shift and notably different to everywhere else I've worked.

Like any IT department, we have a whole range of applications which we support and develop, and given the goals of the charity there's likely to be further change and expansion as we continue to grow. Technology doesn't stand still, so we endeavour not to either. I think if you're looking to work somewhere where you can develop your career, expand your skills and feel you're contributing to a better society then it's an easy place to recommend.



**Rachael**

**Test Analyst**

When I joined the charity in 2009 in an operations role I had no experience of working in an IT environment. I was given the opportunity to learn, develop and progress and through my involvement in UAT I was able to build the foundations of my testing knowledge. Now almost three years into my role as a Test Analyst, being part of the testing team has enabled me to expand my skills and acquire knowledge on many aspects of testing from manual to automation testing in a more agile environment. I enjoy being part of the ever developing and changing IT team that work closely together to ensure the needs of the charity are met by enhancing and developing reliable, stable systems.

If you're looking for an exciting role with opportunities to learn and develop new skills and work as part of a friendly, helpful IT team then StepChange Debt Charity is the place to be.



**Charles**

**Service Desk Engineer**

I joined the charity in 2015. It was quite a change for me as I came from a small private company where I was the sole IT guy but knew instantly that I would fit in at StepChange Debt Charity. Our team is the first point of contact for all hardware, software, telecommunication and network issues, queries and requests. We are responsible for supporting and maintaining the Charity's IT systems.

I've enjoyed dealing with logged problems, queries and requests as this has helped to grow my knowledge of the various applications within the charity. Perfect for someone like me who is keen to progress as a competent engineer. I love to problem solve using a systematic and logical approach and I enjoy helping the end user. The monthly one-to-one meetings with my manager really motivate me and help me to work out what I can focus on in the upcoming months.



## Tomas

### DBA Manager

I started at the charity in 2006 as a 2nd Line Helpdesk Engineer, in a much smaller IT department than the one we have today. Following a restructure, which saw the Helpdesk split into a Service Desk and an Infrastructure team, I was promoted to Infrastructure Engineer and moved across to the new team. I worked in this role for a few years, working closely with other teams in the department. One of the teams I formed close working relationships with was the DBA Team. I expressed my interest in the role of a DBA, a career I had pursued unsuccessfully for a time having completed my degree, and when a position was advertised I was quick to apply. Since my change in career paths I have worked tirelessly to excel in the role of a DBA and have seen further promotions to Senior DBA and now DBA Manager.

My own opportunities for career progression and change are not isolated and I value greatly the charity's appetite for internal opportunities and the development of skills and people.

In my current role I manage the DBA Team of 4 people. Our team's main responsibilities are to maintain the security, performance, availability and integrity of the charities databases. We work closely with IT and the charity, supporting live incidents and BAU, working on projects, implementing standards and providing DBA expertise wherever required.

The team values, promotes and implements proactive working, ensuring the latest tools and versions are utilised for the good of the charities' databases and ultimately, our clients. This culture and desire for continuous improvement would not be possible without the support of the charity and the emphasis on the importance of IT at StepChange.

I have worked in the IT department at StepChange for over a decade and have found it an enjoyable, stimulating and rewarding place to work, with a very sociable and flexible office environment.



## Stephen

### Data Analyst

I joined the charity in April 2015 as a Data Analyst within our Architecture team. I have been heavily involved in the great work the team do around data management as the charity is extremely keen to proactively manage its data assets. I've helped create a data map so we can report on our data lineage by process, system and field which was rolled out as part of our transformation project. I've also been involved in working on a long term data governance programme, assisting in the creation of the framework and assessment of our current data management capabilities.

Our transformation project provides a unique opportunity for everyone to contribute to the new ways of working and shape the future of the organisation. This means my role in this is varied and I have the opportunity to work with other departments to understand what data is required to support our business processes. I am also working on modelling this information so that we can identify and manage data by process, stakeholder, and capability.

My role is heavily involved in data mapping and when the next phase of our digital transformation kicks off I will primarily be mapping data in legacy systems.

The team environment and culture is really good in StepChange IT. We regularly go out for lunch and socialise with each other which for me creates a culture of trust. I feel confident that I can rely on the support of my team and wider department to deliver what I need to at work.

# What we're looking for

We're passionate about continuous improvement and strive to assess and implement the latest techniques, toolset, technology and architecture to benefit the charity. We're looking for people who share our passion, innovation and drive to deliver the best possible service to our colleagues and clients. People are at the heart of what we do, so you'll need to share our values, behaviours, and be on board with our vision.

## Our IT Mission.

Over the next 4 years we will collaborate & partner throughout the charity to support, transform & enable success through technology, innovation and our expertise

## Our IT Vision.

A charity comprehensively enabled, inspired & delighted by secure technology that allows the free flow of data and drives the delivery of strategic objectives





## Our Values

Our values unite us and guide us in everything we do. They support our vision, shape our culture and ultimately reflect what's important to us.

### . We are committed to our clients

We act with integrity to provide impartial advice that delivers fair outcomes

### . We make change happen

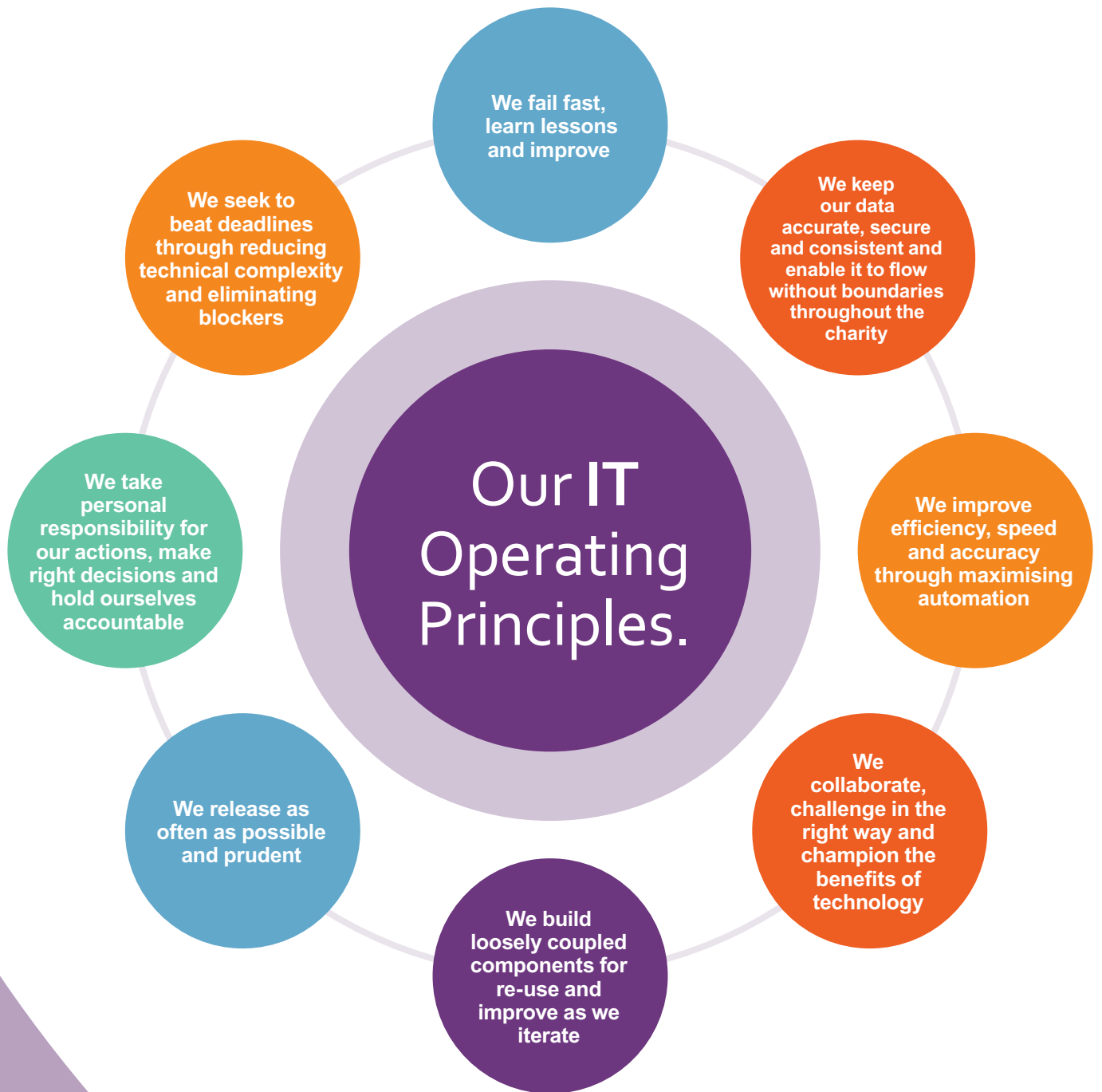
We strive for, and are passionate about, innovation that improves the lives of those struggling with debt

### . We work together

We value each other's contribution using our knowledge and expertise to help, challenge and support each other to get the job done







# Our benefits

Colleagues are at our heart. And to make sure you feel valued for the contribution you make, as a StepChange Colleague, we'll make sure you're supported, developed and rewarded every step of the way.

You'll have all the training and development you need and we'll work with you to make sure your performance is the best it can be.

We recognise individual performance through our reward and recognition schemes and our benefits package offers you some great financial benefits as well as emotional and physical support.



- 24 days' holiday, you'll also receive an additional day's holiday for every year's service up to a maximum of 29 days
- Holiday purchase scheme, this gives you the option to buy up to five extra days holiday, you can also sell up to five days holiday a year too

- Life assurance
- Personal pension plan
- Childcare vouchers
- Learning to lead – our aspiring team leader development programme
- Long service recognition
- Health cash plan
- Travel season ticket loans
- Cycle to work scheme
- Assisted study

## Notes...



