



Scripture Union Technical Operations Analyst

Candidate Pack
May 2026



charisma
CHARITY RECRUITMENT



**Scripture
Union**

About us



About Scripture Union in England and Wales

Scripture Union helps the church reveal Jesus to the next generation.

Scripture Union is a national mission-movement, the aims of which are to create opportunities for children and young people to explore the Bible, respond to Jesus and grow in faith. Our priority is to reach those who don't yet know Jesus. In all its work, Scripture Union aims to care for children and young people, share God's good news, and offer choices and opportunities, whilst being credible, relevant and inspiring.

We don't do it alone. We equip the church, with people and tools for mission, so you can reach the young people in your community. Through our team of Mission Enablers and our extensive resources, we train, guide and support a growing movement of Faith Guides. These are local people on the ground, connecting with the next generation in relevant ways. Because you know your community best.

Our mission is clear: to reveal Jesus to the next generation.

We help the church introduce children and young people to the real Jesus – personally, powerfully and in ways that connect. Through the Bible. In everyday life. In ways that make faith real.

Our vision

A new generation with a vibrant faith in Jesus.



About us



Our values

Our core values underpin everything we do as a movement – the things that really matter to us as we outwork our mission...

The Living God

We serve the living God, depending on him in faith, and trusting him to transform us and the lives of those we work with.

The Bible

We are rooted in the Bible, seeking a sound understanding that is applied in daily living and encouraged in the lives of others.

Prayer

We trust in the power of prayer, embedding it into everything we do.

Children and young people

We share God's heart for children and young people, demonstrating his love to them & inviting them into lifelong relationship with Jesus.

Responsibility

We work to create a safe and caring culture in all we do, reflecting God's heart as we strive to excel in the mission he has called us to.

Relationship

We invest in relationships to advance mission opportunities, equipping and empowering each other in the kingdom.

'For God loved the world so much that he gave his only Son, so that everyone who believes in him may not die but have eternal life.' – John 3:16 (GNB)

Job description



Job title	Technical Operations Analyst
Mission Area / Directorate	Finance and Services
Team	Digital Solutions
Reporting to	Head of Digital Solutions
Hours / contract	Full-time / Permanent
Salary	£31,250 - £32,500
Location	Hybrid/Milton Keynes, MK15 0DF (Min 2 days onsite per week). 3 days onsite per week during probation.
DBS	Basic
Annual leave	23 days annual leave + bank holidays + 5 additional days to volunteer at Scripture Union events
Pension	Generous pension scheme (up to 12% employer contribution) and option to opt in to Salary Sacrifice
Other benefits	Beyond the profound impact of your work, we offer excellent benefits: <ul style="list-style-type: none">• Enhanced Maternity & Paternity Leave• Life insurance, Permanent Health Insurance (PHI), option to join BUPA Healthcare and access to an excellent Employee Assistance Programme• Free Bible Reading notes and staff discount on our other material• A supportive, faith-filled environment where your work has eternal impact• Daily staff team prayer meetings• Two staff events each year

Job description



Purpose of the team

To work with the leadership team and other managers to define and deliver the digital strategy for Scripture Union.

To equip an organisation seeking to become more efficient and effective in the delivery and operations of the mission.

To provide a secure and compliant environment for the operation of all our technology services.

To maintain the organisation's data in a way that allows effective use across all parts of the organisation to track activity, manage communication and provide management information.

To contribute to the development and delivery of innovative digital ways of engaging the 95.

To be the provider of outstanding technical service and support to all customers internal and external.

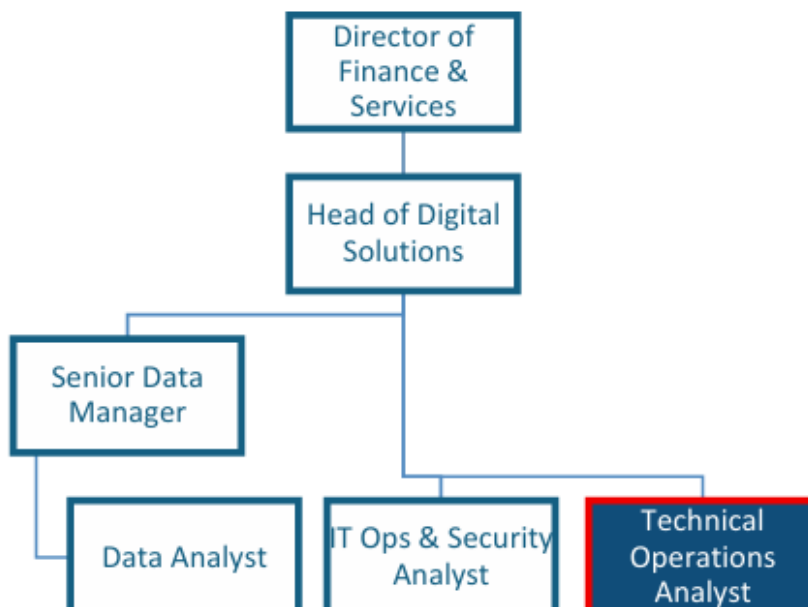
Purpose of the job

To ensure the operations of all the technology solutions are working as expected allowing users to maximise benefit from the solutions.

Working as a member of the Digital Solutions (DS) Team the role will include looking after specific technology solutions and offering support to users across all solutions which would include training and data requests.

Working closely with 3rd party partners to resolve issues that require additional input.

Position of job in organisation



Job description



Key accountabilities

- Take responsibility for the configuration and operations of the following elements of the Microsoft tech Stack
 - MS365
 - Azure
 - Entra
 - SharePoint / OneDrive
- Provide support services for staff, volunteers and users as appropriate:
 - Triage queries to direct best place for resolution
 - Directly resolve issues that require SU internal fix
 - Assist Supporter Care team in resolving user issues with website and BRG apps.
 - Work with 3rd party partners to resolve issues in a timely and efficient manner including issue escalation.
 - Record issues on internal ticketing system and regularly review
- Actively contribute to the DS team conversations and work around Microsoft Power Platform including PowerApps.
- To contribute to the ongoing compliance of systems and solutions to agreed standards including GDPR; PCI-DSS; CyberEssentials+
- Work closely with the senior data manager to understand the Dynamics365 database and solutions coming from it.
- Provide data in response to user requests supporting the ongoing marketing, communications and operations of the organisation.
- Understand the operation of key 3rd party solutions and ensure ongoing operations and support:
 - Paam; Qtac; Cascade; goDonate; Inventory
- Play active part in the Digital

Key performance indicators

- Operation and availability of key parts of existing tech solutions
- Speed of resolution of user queries
- Turn round of simple data requests
- Improving digital satisfaction score (Annual survey)

Job description



Safeguarding

All Scripture Union staff take responsibility for protecting children and young people from all forms of abuse and for reporting any disclosures of abuse in addition to suspicions or concerns, in line with Scripture Union's safeguarding policies.

Dimensions and quantities

The most important dimensions and quantities for this job are:

- The organisation has around 80 employees and around 100 volunteers who may require some support.
- A dispersed workforce of hybrid office and remote staff.
- The person's line manager is the head of Digital Solutions.
- The person also works closely with the other members of the team, in particular the Senior Data Manager for any issues around the use of the CRM database.
- Working closely with expert 3rd party suppliers.



Person specification



The person appointed will have:

- Excellent interpersonal skills demonstrating empathy with users.
- Strong communication skills both oral and written, particularly conveying technical concepts to non-technical stakeholders
- Demonstrate attention to detail • Have excellent organisational skills, including time management and co-ordination, with the ability to prioritise,
- Excellent problem solving and trouble shooting skills.
- Swiftly be able to identify the core of the issues and resolve / escalate as appropriate
- Promote policy and procedural practices within our agreed framework effectively to users
- Able to work independently and collaboratively

In common with all members of staff, the person appointed will:

- Be a committed Christian in sympathy with the aims and ethos of Scripture Union and who has an active involvement in the mission of a local church
- Seek to have a sound biblical understanding that is applied in daily living and encouraged in the lives of others

Educational and / or training qualifications and certificates

The person appointed will have experience of:

- Computing / IT Degree level or equivalent experience
- GCSE Maths and English level 4+

Necessary technical / functional skills

The person appointed will have:

- Significant experience with Microsoft Tech Stack, in particular MS365, Azure, Entra
- Clear understanding of Cloud Computing systems and processes.
- Solid grounding in software systems
- Demonstrate understanding of database structures and data analytics
- Awareness of Cyber Essentials, GDPR and other technology and data related compliance regulations

Person specification



Required behavioural competencies

Commitment to goals & values	Shows commitment in theory and practice to the objectives, values and goals of the movement
Flexibility	Willing to adapt thinking and behaviour to suit the requirements of different situations, demonstrating a flexibility of approach for the good of the Movement. Able to see the value of an alternative view in different situations
Analytical thinking	Analyses problems and identifies the key issues, which need action. Assesses a situation in a systematic way, identifying time sequences, setting priorities and drawing logical conclusions from the data
Relationship building	Works to identify, build and maintain positive long-term relationships with colleagues and contacts
Critical information seeking	Probes to identify key information. Seeks the full range of relevant and accurate data and uses different sources to verify critical information.
Thoroughness	Follows tasks through to completion with attention to detail and accuracy

How to apply



Your application should be submitted through the [Charisma website](#), and include:

- A comprehensive CV
- A supporting statement, explaining how you believe you match the requirements of the role, including the genuine occupational requirement to be a practicing Christian. Please also describe any potential conflicts of interest.

For an informal and confidential discussion about the role, please contact:

Nick Thomas, Senior Consultant, Charisma Charity Recruitment, info@charismarecruitment.co.uk or 01962 813300.

The Movement takes Safeguarding seriously. This role will require a Basic Disclosure from the Disclosure & Barring Service and has an occupational requirement to be filled by a committed Christian, active in church life. Equality Act 2010, Part 1, Schedule 9 applies.

We are committed to building a culturally diverse workforce. As part of this commitment, we welcome applications from people, regardless of their background.

If you're ready to make a lasting difference and join a community united by faith, we want to hear from you!

Closing date: Applications are being reviewed on receipt and interviews will be conducted on a rolling basis. When a suitable candidate is found the role will close, so please apply without delay to avoid disappointment.



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