



6 Bell Yard
London WC2A 2JR
T: 020 7421 4640
E: mail@booksellers.org.uk
www.booksellers.org.uk

Job Description: IT Manager

Location: London - Minimum 3 days per week based in the office

Hours: Full-time position, 35 hours per week. Standard working hours are 9:00am–5:00pm, including a one-hour unpaid lunch break. A degree of flexibility is required.

Reporting to: Group Finance Director, with a dotted line to the CIO

Salary: £60,000 - £70,000

Company Description

The Booksellers Association is the trade association for booksellers in the UK and Ireland. We support and represent a diverse membership, including independent bookshops, national and specialist chains, academic booksellers and online retailers.

As part of the BA Group, we also operate National Book Tokens and Batch, delivering services and initiatives that support the bookselling industry and encourage a lifelong love of reading.

We are a friendly and collaborative organisation of around 45 employees, primarily based in London with a small team in Norwich. As a relatively small organisation, we value a practical, hands-on approach and people who enjoy working closely with colleagues across the business to solve problems, improve processes and deliver meaningful change.

Working with booksellers, publishers and industry partners, we champion the interests of our members and help ensure a thriving and successful bookselling sector across the UK and Ireland.

Role Overview

We are seeking an experienced IT Manager to provide hands on technical leadership across the BA Group IT estate. This is a middle management role focused on ensuring systems are effectively integrated to support efficient business workflows, data flows, and operational performance.

The Booksellers Association works with multiple partners for network, communication services, and cloud-based systems, primarily Microsoft Dynamics 365 and Azure. This role will take ownership of the BA IT environment and its integrations, working closely with stakeholders and third-party suppliers to deliver reliable, scalable, and user focused solutions.

Batch operates on separate infrastructure and systems, sitting alongside the BA Group. The role will maintain an awareness of the Batch estate and support alignment, integration, and collaboration where required.

Reporting to the Group Finance Director, with a dotted line to the CIO, the role combines delivery oversight, supplier management, and continuous improvement, with involvement in the Batch estate as required.



Reporting Lines

- Direct report: Group Finance Director
- Dotted line: CIO

Key Responsibilities

Systems & Integration Ownership

- Own and maintain a clear view of the BA Group systems landscape, with a focus on Dynamics 365 (Sales, Marketing, Business Central)
- Ensure effective integration across systems, data flows, and business processes
- Maintain awareness of the Batch systems landscape and support integration or alignment where required
- Ensure the IT estate is effectively monitored and maintained to uphold security, performance, and resilience
- Drive simplification of systems and reduction of manual processes
- Oversee the performance, scalability, and reliability of the IT environment

Delivery & Operational Support

- Support system implementations, enhancements, and transitions into business as usual
- Provide hands on support including troubleshooting, issue resolution, and coordination
- Ensure solutions are well documented, supportable, and understood by users
- Maintain operational performance of business-critical systems

Stakeholder & Business Engagement

- Engage stakeholders across the BA Group and, where appropriate, Batch to understand business processes, requirements, and pain points
- Translate business needs into practical and effective technical solutions
- Collaborate across technical and non-technical teams to improve performance and user experience
- Identify opportunities for automation, efficiency, and improved workflows

Supplier & Commercial Management

- Act as the primary technical contact for third party suppliers and partners
- Oversee supplier delivery to ensure alignment with business needs
- Provide challenge and guidance on proposed solutions and implementations
- Manage IT budgets, contracts, and cost effectiveness
- Support value for money decision making



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Governance, Risk & Compliance

- Ensure compliance with data protection, cyber security, and governance standards
- Support adherence to internal technology standards and best practice
- Identify and manage risks, dependencies, and constraints across BA systems and infrastructure, ensuring appropriate mitigation actions are defined, implemented, and regularly reviewed

Key Activities

- Configure and develop solutions within Dynamics 365 and Power Platform
- Build and maintain components including forms, dashboards, workflows, plugins, and integrations
- Develop integrations using APIs and .NET based technologies
- Work across Azure and Microsoft 365 environments including SharePoint and Teams
- Support testing, debugging, and ongoing system optimisation
- Manage SQL Server data structures and queries where required

Skills & Requirements

Essential

- Strong experience with Dynamics 365 including Sales, Marketing, and Business Central
- Hands on experience with Dynamics 365 CE, Power Platform, and related tools
- Experience developing integrations using APIs and Microsoft technologies
- Strong knowledge of Microsoft stack including .NET, C#, JavaScript or TypeScript, ASP.NET, MVC
- Experience with Azure cloud environments
- Working knowledge of SQL Server
- Experience with Microsoft 365 including SharePoint and Teams
- Strong analytical and problem-solving skills
- Ability to communicate technical concepts to non-technical stakeholders
- Experience working with third party suppliers
- Experience supporting business critical systems in a hands-on role
- Experience maintaining secure, stable live environments with proactive monitoring and issue management
- Experience developing and maintaining risk registers and mitigation plans

Desirable

- Experience with ERP and finance systems in a multi entity environment
- Familiarity with hybrid or cloud-based architectures
- Understanding of data protection, cyber security, and governance
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- Understanding of cyber security frameworks and best practices (e.g. ISO 27001, Cyber Essentials, NIST)

Personal Attributes

- Pragmatic, hands on, and delivery focused
- Strong attention to detail with a proactive, risk aware mindset
- Collaborative and approachable
- Confident managing suppliers and stakeholders
- Able to balance operational support with continuous improvement

Summary

This role is suited to a technically capable and business aware professional who can bridge systems, suppliers, and stakeholders across the BA Group, with an awareness of the Batch estate where relevant, ensuring that Dynamics 365 and the wider application landscape effectively support organisational operations and growth.

Equality, Diversity & Inclusion

The Booksellers Association is committed to creating an inclusive workplace where everyone feels valued, respected, and able to contribute their best work.

We welcome applications from all suitably qualified candidates regardless of age, disability, gender identity, marital or civil partnership status, pregnancy or maternity, race, religion or belief, sex, sexual orientation, or socio-economic background.

We are committed to ensuring our recruitment process is accessible and inclusive. If you require any adjustments or support during the application or interview process, please let us know and we will do our best to accommodate your needs.

We believe that a diverse workforce strengthens our organisation and helps us better serve our members, partners, and the wider bookselling community.

Application

To apply, please send a CV and a cover letter to jobs@booksellers.org.uk