

AUTHORITY >> LEADERSHIP >> VISION



CHARITY
IT LEADERS

Registered Charity Number: 1153226

Can you help us on
the next stage of the
journey?

"We want our members to feel part of a community, to connect with peers who 'get it', who understand the challenges and frustrations they face. We want more organisations and individuals to benefit from the resources, events and networks that we proved so that technology can deliver maximum impact across our sector."

Laura Dawson, Interim Chair of Trustees, CITL

About Charity IT Leaders

Charity IT Leaders (CITL) is approaching its 25th year as an organisation and has been a registered charity for the last 12 years. We are passionate about supporting all our member organisations to make the best use of their data, technology and digital capabilities to the benefit of those they support.

We are committed to using our voice and platform to advocate for the sector and be a force for change. We want to make digital technology accessible and inclusive as a career pathway and recognised as professional and essential to any organisation's success.

We believe in a future when all charities and not-for-profits are able to deliver more and better outcomes for their beneficiaries, maximise efficiencies and amplify capacity, and play a key role in driving societal change and we believe that digital technology is the engine that drives this.

We aspire to be the go-to trusted advisor to the sector; the partner, and the change-maker on everything to do with digital technology and related disciplines. We also aim to ensure that digital technology is given the respect, credibility and voice it needs in order to deliver the best outcomes for charities and NFPs. That means we need to elevate digital technology leadership.

Digital technology specialists should not carry the sole responsibility for digital technology leadership. Leadership has to start at Board level and tech leaders need to have a seat at that table. So we aim to empower, support and upskill current and emerging tech leaders to be credible, confident, and articulate. To demonstrate their value as trusted advisors, who see the whole organisation, not just their own discipline.

For many years, investment in technology was seen as depletory from the front-line delivery of services and whilst change is happening, there is a significant amount of legacy and technical debt to deal with and a significant skills gap at trustee and exec level. CITL is in a unique position to go from a networking body, providing support and education to technology practitioners, to being an umbrella body, driving standards and good practice across the sector and ensuring senior leaders in charities have all the knowledge and tools they need to deliver effective change programmes using technology.

We have over 100 members but are looking to grow significantly and reach more of the 200,000 charities and NFPs operating in the UK [1]. We are small, with a staff of two, but we are relevant, vocal and ready to move. We also punch above our weight in terms of delivery, recognition and credibility.

[1] Charity Commission, 2024

SOLUTIONS >> KNOWLEDGE >> INSPIRATION

CITL needs YOU

Technology plays a pivotal role in transforming lives and communities, and our mission is to ensure that digital technologists working in the charity and not-for-profit sector have the skills, credibility, expertise and support that they need to enable technology to drive the societal change that we all want to see.

Since 2000, we have supported a community of connected, committed and dedicated digital technology professionals to expand their business networks, learn from each other and sector leaders, collaborate to overcome mutual challenges and barriers, inspire and innovate, all to enable their charities and not-for-profits to deliver more, for more beneficiaries, in increasingly difficult times.

In 2019 we embarked on an ambitious change programme to transform the way Charity IT Leaders functions, operates and delivers its goals. We employed staff, reducing our dependence on volunteers. We reviewed and revised our governance model, and ensured that we identified and filled the skills gaps within our Board. We revised our strategy and our delivery model to reflect changing needs within our membership, and a changing workplace model. We built our internal capability with a new CRM system, and brought our admin functions back in-house to improve our member and sponsor journeys.

We are poised at a pivotal point in our development as an organisation. We have a unique opportunity to use our credibility, authority and voice to advocate for the sector and to speak for our members and become the engine for the change that the sector needs.

To do that, we need an inspirational, passionate and energetic individual to bring a fresh perspective, to challenge and to elevate us so that we can achieve the next stage of our growth and development, and provide the leadership, inspiration, change and advocacy that our sector needs and deserves.

Could you be our next Chair? Please get in touch for a chat to find out more.

Tree



Tree Hall, CEO at
Charity IT Leaders

TALENT >> EXPERIENCE >> SUPPORT

The best job in the world

Digital Technology is a vital component of delivering the good that charities do, but digital transformation, delivering our services and objectives directly to beneficiaries using online or self-service, has struggled to deliver the benefits we expect. Investment in charity digital technology is both limited and slow to materialise. Many charities and not-for-profit organisations are plagued by legacy technology. Systems that are old, hard to maintain and even harder to integrate into the services that really add value to beneficiaries.

To be fair, this problem is not solely the preserve of charities. Public sector and private sector also struggle to get the balance right between modernising legacy technology and delivering digital transformation.

Leadership - at all levels - is at the heart of this issue. Leadership of digital technology, leadership of organisations and lines of business, and leadership at trustee level. The Charity Digital Skills report of 2024 noted that 64% of charity Boards are lacking in digital skills. From discussions with peers in the industry, it seems that this is replicated in executive Board Rooms too.

While this problem is in some cases down to lack of desire from the CEO and other senior leaders, it's also clear is that many digital technology leaders lack the confidence, skill, or in some cases, desire, to muscle their way into the Board Room, even just to present.

So the challenge is clear and is twofold; how do we influence and lead charities and NFPs to ensure that digital technology has a seat at the top table and is valued accordingly, and how do we support digital technologists to upskill, to fight for the seat at the top table, and to be the advocates for digital technology at the most senior level.

Charity IT Leaders is uniquely placed to support, influence, and upskill leaders in the charity sector; both digital technologists and non-tech specialists. We seek to work with partners such as the Association of Chairs, The Institute of Fundraising, ACEVO, NCVO and CFG to strengthen our voice across the sector and drive the changes we need. We are now looking for a new Chair to take this mission and, building on our organisational change, make it real.

We need someone who can not only open doors, but can help our members to do the same, who can uplift our Board and our staff and who can help bring our members and our stakeholders on the next stage of our journey.

If you think you could be the Chair we need, please get in touch for an informal chat.

Laura



Laura Dawson,
Interim Chair of Trustees

Meet our talented trustee team

It can feel daunting to step into a new role with a new organisation, particularly when that organisation has big goals and aspirations. But you won't be doing this alone; you'll be part of a talented, experienced and highly motivated trustee group, who, between them, have decades of experience of technology in the charity space and a deep understanding of the challenges and opportunities that the sector is facing.

Laura Dawson - Interim Chair

Laura has been part of CITL for over 20 years, both as a member and as a trustee. She's a highly experienced tech leader, who has worked at some of the biggest NFPs in the UK including The British Council and LSE. She now runs her own consultancy - Leaderly - enabling her to share her skills and experience with even more organisations. When our new Chair is appointed, Laura will step down as Chair, but not as a trustee, ensuring we retain her experience and knowledge while onboarding our new Chair.



Stuart McSkimming - Deputy Chair

Stuart is a highly successful and well-respected strategy, transformation and technology professional, with 15 years experience working in household name charities. He founded Virtue Chain earlier this year to provide tech-enabled business change consultancy to charities and NFPs. Stuart has also been a member of CITL for many years, and this is his second tenure as a trustee.



Matt Jago - Treasurer

Matt has worked with technology from a young age, building his first PC from spare parts at the age of nine. He has worked across multiple sectors from leisure, through marketing and data analytics and since 2008, in the voluntary sector. Matt was Chair of trustees for two years, and when his tenure ended, his love of spreadsheets and data meant he was delighted to take on the role of Treasurer.



Richard Bailey - Trustee

Richard has worked in the charity sector for over ten years, and is currently Technology Strategy Manager at the GDST. He has significant experience in delivering digital transformation projects. This is his third term as a trustee, and he is committed to supporting emerging tech leaders across the sector.



Meet our talented trustee team

Caroline Carruthers - Trustee

Caroline is a renowned and globally recognised data leader with extensive experience in managing large, complex data and technology transformations. She brings real life experience and knowledge to coach and train organisations, business leaders and data professionals on successful modern data approaches and leading strategies for delivering data-driven business transformation. She has been a trustee since 2022 and brings a valuable commercial perspective to the Board.



Jon Curry - Trustee

Jon is a very experienced senior technology leader with a proven track record leading teams to leverage technology to deliver strategic business objectives. He has worked across a range of organisations and had demonstrable success in effective strategy planning and execution; managing change; developing partnerships and building high-performing teams.



Jane Deal - Trustee

After a varied career across banking, consulting and NFPs, and with a proven track record in business transformation, project management and digital transformation for organisations including Barclays Bank, Citizen's Advice, RNIB and The Law Society, Jane has now retired, but seems to be busier than ever. She is passionate about supporting and enabling people and is still an active mentor to several emerging tech leaders.



Neil Edmonds - Trustee

Neil is an experienced IT professional (MBCS, MCP, ILM) with a very strong technical background. He has significant experience in IT Infrastructure Management and Leadership and has worked in large corporate environments, charity IT and DR/ Business Continuity. He is currently Head of Infrastructure at The Salvation Army.



Phillip Edwards - Trustee

Phillip is a Chief Information Officer, Chartered IT Professional and Certified Information Security Manager (CISM) with a track record of designing and delivering IT-enabled transformation and business change. His background is in the NFP and healthcare sectors, and he is currently CIO at Blue Cross. He has been a trustee for two years.



Meet our talented trustee team

Seth Harman - Trustee

Seth Harman (MSc) has been Head of Technology for Place2Be since December 2019. His background is in infrastructure engineering, but he has spent the last 25 years in IT management, mainly in the housing association and charity sector. Seth joined the Board in 2023, and brings a fresh perspective and new insights to the group.



Anna Hoskins - Trustee

Anna is a technology leader specialising in IT-enabled business change. With extensive experience in senior management and business change and development, she's a creative thinker with a track record for developing and delivering impactful solutions that advance business goals. Anna is committed to supporting and developing current and emerging IT leaders within the not-for-profit sector.



Jane Huntington - Trustee

Jane is a strategic data and technology leader, skilled in guiding organisations in the navigation of data and systems capabilities with an accessibility-by-design approach. She is committed to driving efficiency and effectiveness by developing, delivering and supporting strategic plans. She is delighted to bring her 25 years of experience as a highly successful technologist and leader to her second appointment as a CITL trustee.



Laura Moore - Trustee

Laura has extensive experience in business analysis, and business systems. She leads the BA special interest group for CITL and is responsible for growing the membership of the group and building it into an active, engaged and vibrant community. Laura is passionate about inclusion and accessibility, and is supporting CITL in ensuring all of its resources, events and content are accessible and support our goals of being inclusive and celebrating diversity.



CONNECTED >> ENGAGED >> EMPOWERED

Meet our super staff team

Our small, but perfectly formed staff team deliver a huge amount for our members. Both Tree and Claire are part-time, yet they squeeze the maximum possible out of their working day. Between them, they deliver all of our content, the website and member channels in Teams and WhatsApp,

Tree Hall - CEO

Tree joined CITL as Business Manager in 2019 as their first paid member of staff, and was promoted to CEO at the beginning of lockdown in 2020. Under her stewardship the organisation has increased its presence and profile in the sector, expanded and developed member services, worked in partnership with organisations including CFG, SASIG, Computing and Tech Talent Charter, and delivered a sponsorship programme with a lengthy waiting list.

With her background in fundraising, marketing and the third sector, Tree brings extensive experience and has big ambitions for CITL's future.



Claire Jago - Business Manager

Claire was appointed in 2022 and her experience managing databases and data reporting at Sightsavers enabled her to support, and lead, on some of CITL's key administrative and functional initiatives. She led on the implementation of our new CRM system, and is the go-to person for our members.

She provides admin support, as well as utilising her encyclopaedic knowledge of the membership to deliver improved member services. She is also the lead contact for CRM development and enthusiastically prevents Tree from being gung-ho with system changes and developments.



Chair of Trustees

Role Description

We are looking for our next Chair; someone who can support us as we take the next exciting steps in our growth and development, and ensure that we can maximise our impact and deliver the greatest benefit for our members and the wider sector.

About the person

You will share our passion and commitment to ensure that charities and other third sector organisations get the best possible value from their investment in data, technology and digital and to enable charities to make the right investments and decisions, deriving the best possible use out of every charitable donation.

You will be willing and able to drive us to grow, opening doors, networking and brokering introductions to broaden our reach in our sector. You will be innovative and creative; able to identify opportunities without losing focus.

You'll be a people-person, able to connect with C-suite, Board Members and Digital Technology leaders alike. Someone who values the top 100 charities and those with incomes of less than a £1m. You will be comfortable presenting to and inspiring senior leaders and opinion-makers, challenging them and motivating them to put Digital Technology skills at the heart of delivering effective, tech-enabled charities.

You'll have a positive approach to guiding, coaching and sponsoring our CEO and her team, allowing us to grow our membership and to ensure the benefit to members expands and develops.

Job requirements

Being a Chair

- Leading and mentoring all trustees, working with our soon to be appointed clerk, to ensure our trustees have the skills they need to effectively conduct their duties
- Chair the Trustee Board and related committees as necessary including associated chairing duties such as agenda planning.
- Working with the CEO ensure measures and metrics are appropriate, consistent and relevant to trustees to ensure we are fully informed on the health of the charity.
- When necessary, ensure the Chair and Trustees challenge the CEO constructively and only in the best interests of Charity IT Leaders as 'critical friends'.
- Ensuring board and trustee performance is reviewed annually
- Listening and learning as well as organising and leading.
- Along with all trustees, take an active role in member recruitment, promoting Charity IT Leaders to new and existing members.
- Line management of the Charity IT Leaders CEO.

Chair of Trustees

Role Description - continued

Job requirements

Driving us forward

- Brokering relationships and introductions across the sector including at C-Suite level, Board level and technology leadership level.
- Advocating and speaking at major events including our annual conference.
- Advocating for the sector and the specialism in the media and across social media channels.
- Working with the Chair, challenging and being a critical friend on the development of our strategy and plans and then approving, with the trustee board, the Charity IT Leaders Strategy and accompanying investment plans.

Duties and Responsibilities

As Chair of Trustees, you will be responsible for providing effective strategic leadership and management to the Board of Trustees, enabling them to fulfil their responsibilities for the overall governance and strategic direction of CITL.

Role, Purpose and Responsibilities

- The Chair is responsible for the performance of the CEO, and will be expected to establish and build a strong, effective and constructive working relationship with her and ensure she is held accountable for achieving agreed strategic objectives.
- You will provide leadership to the charity and its Board, ensuring maximum impact of CITL for all those involved in the organisation and will ensure trustees fulfil their duties and responsibilities for effective governance of CITL.
- You will be responsible for ensuring that the Board meets regularly to review activities, major risks and opportunities. You will lead on ensuring that appropriate systems are in place to take advantage of opportunities and mitigate risk with specific emphasis on the charity's financial health and wellbeing and to ensure financial accountability.
- You will lead trustees in the development of a strategic plan for CITL, ensuring that it is implemented in accordance with decisions of the trustees.
- With the Clerk, you will lead on the development of and implementation of procedures for Trustee induction, development, training and appraisal.
- With the CEO and Clerk, you will develop the knowledge and capability of the Board of Trustees, ensuring the Board is regularly refreshed and incorporates the right balance of skill, knowledge and experience needed to govern and lead the charity effectively, reflecting the wider population.
- You will encourage and facilitate positive change where appropriate, addressing and resolving any conflicts within the Board.
- You will act as an ambassador and advocate for CITL, representing it at external functions, meetings and events as appropriate, and as spokesperson for the organisation when appropriate.

Chair of Trustees

Role Description - continued

Statutory Duties of a Trustee

- To ensure CITL complies with its governing document, and with relevant legislation and regulation
- To ensure CITL applies its resources exclusively in pursuance of its objectives so that money is not spent on activities not included in its own objectives.
- To have an enthusiasm for the work of CITL and the time and commitment to carry out the duties of Board member.
- To provide commitment, ability and time to prepare for and attend four Board meetings per year plus other training, planning and promotional events.
- To contribute actively to the Board of Trustees' role in giving firm strategic direction to CITL, setting overall policy, defining goals, setting targets and evaluating performance against agreed targets.
- Safeguard the good name and values of CITL.
- Ensure effective and efficient administration of CITL, including its financial stability.
- All Trustees are responsible for holding CITL 'in trust' for current and future beneficiaries by:
 - Ensuring the charity has a clear vision, mission and strategic direction and is focused on achieving these.
 - Being responsible for the performance of the charity and for its 'corporate' behaviour, ensuring that CITL complies with all legal and regulatory requirements.
 - Ensure the charity's governance is of the highest possible standard.

The above list of duties does not claim to be exhaustive. Trustees (including the Chair) will be expected to perform any additional duties commensurate with their roles.

Terms of Appointment

Chairs should expect to serve for no more than two terms of three years. Chairs are required to attend scheduled meetings and some ad hoc meetings. It is anticipated that the time commitment should be no more than two days per month but there will be occasions when extra time will be required (eg during planning of new projects or dealing with any particular difficulties that arise). Whilst the role of Chair is unpaid, reasonable expenses are payable in line with CITL's policy.

All trustees' terms of office are for three years, and there is scope for a trustee to serve for more than one term of office, as per the terms set out in the Articles of Association.

When trustees are approaching the end of their term of office, or anticipate that they will need to resign their positions mid-term, there is a general expectation that they shall provide no less than three calendar months' notice. Whilst it is recognised that there may be occasions where this is not possible, IA requires as much notice as possible for succession plans to be actioned and trustees' best efforts in this regard are much appreciated

About the Board

Board structure

- There are currently 13 trustees, all of whom attend and have voting rights at the quarterly Board Meetings.
- In addition, trustees also have a role on one of our three sub-committee meetings, these being:
 - The Ethics Committee
 - The Finance and Audit Committee
 - The Product and Marketing Committee
- The Ethics Committee is chaired by the Chair of Trustees, and is responsible for overseeing the ethical and reputational decisions and policies of the charity.
- The Finance and Audit Committee is chaired by the Treasurer, and is responsible for overseeing finance, risk management and related policies.
- The Product and Marketing Committee has responsibility for all marketing activity, including assets such as the website, and oversees delivery of our events and content. The CEO chairs this committee.

Meeting structure

- The Board meets four times a year for full Board Meetings. These are generally held online via Teams, and last around two hours. The meeting dates are set in advance and are scheduled to avoid clashing with other key commitments eg the annual conference, which is usually in October.
- Sub-committees all have a different schedule of meetings, appropriate to the areas they oversee. Generally these meetings also happen online, and usually last for 45 minutes to an hour.

Other commitments

- You will also need to meet with the CEO on a regular, currently monthly, basis. These meetings are generally online.
- Ideally, you will also meet with the CEO, Deputy Chair and Treasurer, on a regular basis. These meetings should be monthly or every six weeks and can happen online.
- You will need to attend our annual conference, which is generally held over three days in the first week of October.
- Additionally, you will also need to chair the AGM, also online, which happens in December.
- You will be required to oversee the production of our Annual Report and Accounts which must also be filed with the Charity Commission.
- There will be other occasions throughout the year when we would ask you to represent CITL either in-person or online. We will try and schedule these events at times which do not impinge on your other responsibilities, and if necessary, the Deputy Chair can attend in your stead.

MEMBERS >> SUBSCRIBERS >> SPONSORS

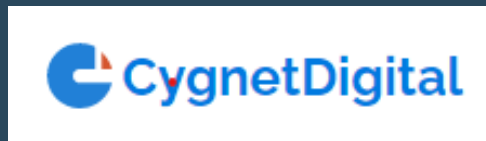
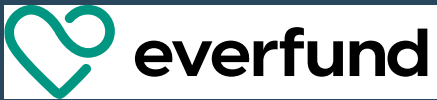
Some of our members - past and present



CHARITY IT LEADERS

MEMBERS >> SUBSCRIBERS >> SPONSORS

Our sponsors



CHARITY
IT LEADERS

INNOVATION >> COLLABORATION >> EXPERTISE

CITL is the leading digital technology networking group for the UK charity and not-for-profit sector. As a charity ourselves, we understand the pressures and challenges faced by our members, and we are committed to providing the support and resources they need to achieve their goals.

Since 2000, our mission has been to make charities more efficient and effective by using the power of technology and digital as a key driver of business change and service delivery.

Our vision is to drive excellence and innovation, to be the trusted voice of our sector, and to support the digital technology leaders of today and the future in delivering vital outcomes for people, animals, the environment and society.

To find out more visit charityitleaders.org.uk or contact us at admin@charityitleaders.org.uk

"As a technology leader, I've discovered a wealth of shared experience from peers from other charities, which is actively shared. Members reach out to the group seeking information and guidance on technology solutions, platforms or things to watch out for when embarking on new projects. There is also the opportunity to meet members face to face and virtually in the annual conference, virtual meetings and webinars through which members can share and discuss topics of interest. I would therefore strongly recommend CITL participation to any Charity wanting to benefit through collaboration and knowledge sharing."

Giri Gopalan, Head of Technology Design, Guide Dogs

CHARITY
IT LEADERS

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