Job Description

Post	Operational & IT Support Officer
Salary	£24,000 - £30,000 – (Pro Rata) as applicable.
Hours	28 – 35 hours per week – (This post does involve some flexible working)
Contract	Permanent To support the Digital Operations Project Manager in the day to day running of Saltbox's IT & Digital Services
Location	Bemersley House Office, Gitana Street, Hanley, Stoke on Trent, ST1 1DY.
Primary Purpose	Ensuring that Saltbox staff IT connectivity is fully functional. In-house IT support and trouble shooting. Mobile device & connectivity support and in-house Project Lead for IT changes (new apps, systems, services).
Reports to	Digital & Operations Project Manager

Information Technology

- In-house IT support (basic troubleshooting and support for staff)
- Mobile device and connectivity support (smartphones, tablets, accessories)
- IT asset management and stock control
- In-house Project Lead for IT changes (new apps, systems, services)
- General IT system administration (Microsoft 365, online accounts, databases, CRMs)
- Business continuity incidents (supporting the Senior Management Team during system outages)
- IT induction support for new staff members / equipment wiping and resets for staff leavers
- Supporting the management team with IT risk assessments
- Coordinating the disposal, wiping and destruction of old IT stock
- IT auditing in line with cyber security and the ISO27001:2022 standard
- Providing IT support at Saltbox events when required
- Adhering to the policies and procedure as specified by the Saltbox Senior Management Team and Trustees
- Undertaking other duties as may be required by your line manager and/or the Saltbox Management Team which are commensurate with the position

General

- Handle confidential and sensitive information with discretion, maintaining appropriate boundaries and ensuring information is shared only with those who need to know.

- Use Microsoft 365 and relevant organisational systems to maintain records, produce reports, support process improvement and communicate effectively with colleagues and external contacts.

- To adhere to the policies and procedures as specified by the Saltbox Trustees.

- To undertake such other duties as may be required by your line manager and/or the Saltbox Management Team which are commensurate with the position.

Personal Responsibilities

- Undertake regular personal supervision and appraisal.
- Undertake training as identified by your line manager and/or the Senior Management Team.

Person Specification for (Operational & IT Support Officer)

Criteria	Essential	Desirable
Education & Qualifications	Good standard of general education, including GCSE (or equivalent) English and Mathematics.	
	A recognised entry level IT qualification, e.g. • CompTIA A+ entry level certificate • Microsoft 365 Certified (MS-900) • T-Level in Digital Support Services / Digital Infrastructure (vocational) • NVQ / BTEC Level 3 in Information Technology • Level 3 Information Communications Technical Apprenticeship	
Experience		Experience in Project Management methodology (Certificate desirable but not essential) • PRINCE2 (PRojects IN Controlled Environments) Lean Six Sigma (Yellow, Green or Black Belt)
Criteria	**Essential**	**Desirable**
Knowledge	To have a working knowledge of all Microsoft Office 365 Software (Outlook, Teams, Excel, Word, PowerPoint)	.
	Accuracy and attention to detail.	
	Excellent communication skills	
	Ability to work under pressure, and to prioritise work effectively whilst maintaining a professional high quality approach	
	Possess excellent organisational and administrative skills	

Criteria	Essential	Desirable
Skills & Ability	Ability to undertake a number of tasks covering different areas of administration	
	Experience of monitoring and providing statistical information	
	Highly effective listening, to communicate the needs and expectations of the company and employees	
	The ability to produce written material to a high standard	
	Excellent time management skills and the ability to balance competing demands in an organised and efficient way	
	Experience in policy and process management, including auditing	
		Possess a knowledge and understanding of activities of the Saltbox
		Possess a knowledge and understanding of public, third sector and private agencies & service providers in North Staffordshire
	A high standard of IT skills, including desktops, laptops, mobile devices, tablets, connectivity, cloud services and data	
Criteria	**Essential**	**Desirable**
Personal Attributes	Commitment to providing an excellent customer service with high standards of quality	
	Self-motivated and able to work under own initiative as well as within a team	
	A respect for employee confidentiality	
	An enthusiastic and positive personality	
	The ability to get on well with others at all levels	
	Methodical and consistent in approach	

Criteria	Essential	Desirable
	A non-judgmental attitude regardless of employees needs or situation	
	Willingness to work flexibly within a developing environment with a ‘can do’ attitude	
	Ability to work under pressure	
	Demonstrate understanding of enthusiasm to help build and be part of a growing organisation	
	Excellent interpersonal skills, interaction with employees, maintain a positive attitude	
	Displaying a professional approach that enhances the reputation of Saltbox	
		To be able to drive with own transport

Additional Requirement
The postholder must be able to demonstrate an understanding of appropriate professional boundaries, providing first-line HR guidance and policy support while recognising when specialist advice is required and escalating complex employee relations, employment law or organisational risk matters to external HR advisers and/or the Senior Management Team.

Other Information:

Saltbox:

Saltbox is an organisation with Christian values and principles. Saltbox services support those with all faiths and none. It is not a requirement to be a Christian to work for Saltbox; however, staff are expected to behave in accordance with our Values and Guiding Principles, which are detailed below:

Values:
Our message to individuals, communities and organisations is:
- You are valuable
- You have purpose
- You can be forgiven
- You can trust
- You can serve
- You can make a difference

Saltbox's Guiding Principles:

1. We are an organisation with Christian values & principles

2. We aim to make a difference to communities & to see individual lives transformed

3. We seek to work in partnership & seek collaborative opportunities to strengthen communities

4. We strive to be caring, professional & hardworking at all times