

JOB DESCRIPTION



Job Title	IT Officer
Team	Finance and IT
Location	Remote – (Home-based)
Reports to	Information Governance Manager
Salary	£35,515 per annum
Duration	Fixed term contract for 18 months
Normal Working Hours	36 hours net per week

The Churches Conservation Trust (CCT) is the national charity caring for historic churches at risk. As the operator of the third largest heritage estate in charitable ownership in the UK, our 356 historic churches include examples of irreplaceable architecture, archaeology and art from 1,000 years of English history.

CCT has an international award-winning reputation in heritage conservation and regeneration. All churches in our care are listed, mostly Grade I and II*, and some are Scheduled Ancient Monuments.

Without our care, these buildings might have disappeared entirely. Instead, they are enjoyed as social, tourism, educational and cultural resources, kept open, in use, and living once again in the heart of their communities.

Overall job purpose

The IT Officer will provide support to staff and stakeholders throughout CCT to ensure end users are able to put their ICT provision to the most productive use.

Reporting to the Information Governance Manager, the IT Officer will provide support in the continuous development of ICT infrastructure; integrating and managing software systems, databases, and productivity/collaboration tools to further CCT's knowledge and information management projects.

Key relationships

- Information Governance Manager
- Colleagues across CCT
- Outsourced IT Support
- Outsourced Private Cloud suppliers
- IT Suppliers

Key duties and responsibilities

1. Systems Administration Support

The IT Officer will provide administrative support for management of CCT systems and databases, and assist in the development and maintenance of new ICT and information management initiatives. They will:

- Support the Information Governance Manager in the day-to-day management of CCT databases and systems
- Support the process development and implementation of Microsoft SharePoint and Office 365 products to enhance productivity, cross-team collaboration and remote working
- Support the implementation of new software, systems, databases and collaboration tools
- Develop and champion secure electronic data collection/storage/sharing solutions, reducing the dependency on paper records
- Support and assist with the management of user access and data cleansing
- Identify issues affecting the ICT systems and communicating such issues to the Information Governance Manager in a timely fashion

2. IT Support

The IT Officer will be the first point of contact for all IT and communications queries within the organisation and will:

- Act as internal lead for IT support, working with external IT support to respond to requests for help, providing advice to users, escalating to the Information Governance Manager, where appropriate
- Support new staff in the set-up of their PCs, laptops, printers and smartphones, so that they can use their systems smartly, safely and competently
- Develop training and user guides to assist end users in the effective use of ICT
- Support and champion effective knowledge and information management and information security practices

3. Planning and Management Support

The post holder will support the Information Governance Manager in the development and planning of the Trust's ICT strategy and will:

- Support the Information Governance Manager in delivering Digital Transformation projects and initiatives
- Provide technical and operational advice to other teams developing ICT-dependent projects and systems
- Report on areas of ICT system risk and associated avoidance actions
- Support the annual accreditation of Cyber Essentials
- Support the development and publication of ICT policies and procedures

4. Administration

- Undertake any system administration outside of that provided by service providers
- Support the maintenance of all aspects of the Trust's communications and telecommunications infrastructure (including video conferencing services, fixed and mobile telephone networks, leased line and broadband communications and other forms of communication), administer the telephone network at Society Building
- Ensure the asset registries for ICT, including software licences are kept up to date

N.B. This job description is not all encompassing. Over time the emphasis of the job may change without changing the general character of the job. Your duties may be reviewed from time to time and revised and updated in consultation with you to reflect appropriate changes.

Person Specification: IT Officer

	Essential Criteria	How this will be assessed
1	Computer literacy and ability to be administratively self-reliant	A
2	Educated to A level (or equivalent) standard or qualified by experience	A
3	Experience of working within a Microsoft SharePoint environment, ideally at admin/back-end level	A
4	Effective oral and written communication skills	I
5	Ability to use own initiative and to work effectively alone and as part of a team	I
6	Attention to detail and presenting work to a consistently high standard	I
7	Flexible and reliable with a can-do attitude	I
8	High level of personal initiative and self-motivation	I

	Desirable Criteria	How this will be assessed
1	Professional qualification in a relevant field of IT or equivalent	A
2	Experience of admin/back-end database management or development, including API integrations	A
3	Effective project management and planning skills	I
4	Willingness to attend appropriate training courses and learn new skills as required	I

Information on assessment methods

Code	Assessment method	This means...
A	Application	You need to provide examples and evidence as to how you meet this criteria in your application.
I	Interview	You will be asked competency based questions around this criteria at interview.
T	Test	This could be an ability test or group exercise assessing you against the criteria.
P	Presentation	You will be asked to prepare or give a presentation to demonstrate against this criteria.

Applications

If you would like to apply for this role, please select [here](#) to begin your application. You'll be redirected to our online recruitment system. You'll be asked to submit a CV and a short supporting statement (max 2 sides A4) outlining how you fulfil the person specification for this post.

If you have any questions, please contact us at recruitment@thecct.org.uk

The closing date for receipt of applications is 9am on **Wednesday 28 July 2021**.

Interviews will be held on **Friday 6 August via Zoom**. Please note that the interview dates have been specifically chosen according to the availability of the panel.

Churches Conservation Trust is committed to a policy of equal opportunities.

Churches Conversation Trust is not a licenced sponsor at this time. Any offer of employment will be made subject to valid right to work in the UK being provided.