Job Description

Job Role:	IT & Facilities Support Officer
Grade:	£19,928 - £21,554 (pro rata, starting point depending on experience)
Hours:	25 hours per week (over 5 days)
Responsible To:	Head of Finance and Resources Management

Role Purpose:
The primary purpose of the role is to ensure the efficient functioning of IT and general office infrastructure through a range of monitoring, maintenance and administrative tasks including the smooth running of: ● IT systems and network administration and continuity ● Day to day premises and repair management ● Day to day operational health and safety compliance

Main Duties & Responsibilities

1.	Digital & Communications Systems

1.1 Support the Chief Digital Officer in all aspects of IT and communications administration and continuity including:
  - Installing and configuring new/replacement computer hardware operating systems and applications.
  - Installing and supporting new networking hardware e.g. switches, wireless access points etc.
  - Network and hardware fault diagnosis, maintaining computer systems and networks including replacing parts as required within agreed time limits.
  - Supporting colleagues through a series of actions, either face-to-face or over the phone, to help set up systems or resolve issues.
  - Supporting the roll-out of new applications and provide coaching as required.
  - Overall systems administration including, setting up new users' accounts and profiles and deal with password issues.
  - Conducting electrical safety checks on computer equipment.

1.2 Supporting the Chief Digital Officer in all aspects of website maintenance and any web based initiatives.

1.3 Supporting the Chief Digital Officer in all aspects of telephony systems maintenance including liaising with our telephony suppliers as required.

2.	Health and Safety Management

2.1 Support the Head of Finance and Resources Management to ensure compliance with all health policies and procedures by:
  - Conducting a daily building inspection identifying any maintenance, repair or health & safety related work required.
  - Undertaking and maintaining risk assessments for all facilities, office space and use of equipment.
  - Acting as the first point of contact for all health and safety incidents, taking appropriate remedial action and reporting these to the Head of Finance and Resources Management.
  - Notifying the Landlord of any building issues in communal areas and ensuring resolution.
  - Ensuring all reports/incidents have been responded to with appropriate remedial action.

- Arranging regular testing for electrical equipment and safety devices.

2.2 Maintaining a database of project outreach venues/facilities and their procedures, conducting quarterly risk assessments and monitoring general health and safety.

2.3 Ensuring an annual programme of health and safety training is arranged for staff and volunteers including:
- All Health and Safety policies
- Fire Warden and First Aid training
- Manual Handling training

2.4 Immediately notify the line manager of all issues that may detrimentally affect the health and safety of staff, volunteers, clients and visitors.

3.	Premises Management

3.1 In conjunction with the Head of Finance and Resources Management draw up a schedule to identify, plan and perform preventative maintenance.

3.2 Support the Head of Finance and Resources Management by:
- Acting as the first point of contact for maintenance enquiries, instructing/liaising with and overseeing contractors when a professional tradesperson is required.
- Managing external suppliers related to office facilities, including air conditioning, fire extinguishers and photocopiers.
- Coordinating office moves and arranging for the collection of broken and unwanted equipment.
- Ensuring office consumables and first aid supplies are maintained.
- Facilitating meetings and interviews by ordering refreshments.

4.	Personal Development and Training

4.1 Attend regular performance management meetings.

4.2 Self-identify own development needs and attend training opportunities.

4.3 Maintain knowledge of all new legislation that may require service developments/new services to be established.

4.4 Keep up to date with developments in information technology.

4.5 Attend staff meetings and internal/external forums and meetings as required.

5.	Policies and Procedures

5.1 Health & Safety
- Abide by the health and safety guidelines and share responsibility for own safety and that of colleagues.

5.2 Equality/Diversity
- The post holder must have due regard in the planning and execution of their duties at all times to the Citizens Advice Equality & Diversity Policy (Stand Up for Equality).
- At all times promote the aims, principles, policies, interests and wellbeing of the organisation and protect its integrity and reputation. Ensure that the Service complies with the Equality Act 2010 any other relevant legislation.

5.3 Information Technology
- Adhere to good practice with regard to acceptable IT use.

6.	Other Duties

6.1 A job description does not constitute a 'term and condition of employment'. It is provided only as a guide to assist the employee in the performance of their job and is not included to be an inflexible list of tasks

6.2 CAM is a fast moving organisation and therefore employee's duties may be varied from time to time. The post holder accepts that they may be asked to undertake any other work or duties as may reasonably be required within the scope of and commensurate to the nature of the post as and when required.