



Job description

Job title:	IT and Data Officer
Salary:	£25,000 per year
Contract type:	Permanent
Hours:	35 hours per week
Reports to:	IT Manager
Indirectly reports to:	Salesforce Manager
Direct/indirect reports:	None

Introduction

One person in six has poor literacy skills that impact on every area of their life. A child without good reading, writing and communication skills will struggle to succeed at school, and as an adult they could be locked out of the job market. Poverty doubles the likelihood that, by the age of five, a child's literacy skills will be below average.

The National Literacy Trust gives children and young people from disadvantaged communities the literacy skills to succeed in life. We work with schools and other education settings, with communities and partners, and directly with children and families. Our research and analysis make us the leading authority on literacy and drive our interventions.

We are a rapidly growing organisation, with ambitious plans and amazing staff. We have more than 25 years' experience of delivering programmes and campaigns to improve literacy, and work closely with both national and local government. Our funders and partners include well-known brands such as McDonald's, WHSmith and The Premier League, and large multinationals such as Lancôme, KPMG and Amazon. We have an office in Vauxhall, London, as well as people working to support our community activity around the country.

This post is responsible for supporting all aspects of IT and network management across the organisation. This includes working with all teams to support work both in our office and remotely, setting up and maintaining hardware, troubleshooting with users and performing

monitoring and housekeeping. You will also work closely with our Salesforce Manager to support data processes, reporting and analysis across all team. You will be a key part of work to drive forward digital transformation across the charity, ensuring our distributed team can work effectively and efficiently to deliver our mission. You will be part of a small team with a wide remit, so there is scope to learn new skills in a friendly and supportive environment. You will meet and work with staff right across the organisation, and be exposed to a wide range of IT platforms and services.

Working with us

Our people are our most important asset, and we value and respect diversity in all its forms (seen and unseen). We particularly welcome applications from those from Black and Asian candidates, people with disabilities and candidates from the communities in which we work. We would like to increase representation of these groups among our staff as we know greater diversity will lead to an even greater impact for our work. We are also committed to providing training, mentoring and support to help us bring new perspectives and experiences into the organisation, and ensure that our staff have the skills and understanding they need to talk confidently about the challenges communities face and our role in addressing them.

We encourage a flexible working approach that allows each person in our team to work in a way that suits their circumstances and enables them to contribute to our success, whoever they are.

Part 1: Job profile

1.1 Main purpose of job

This role is responsible for supporting all aspects of IT and data management throughout the organisation.

1.2 Position in organisation

This role is part of the resources team, which has a total of six members of staff covering IT, HR, office management and compliance. You will report directly to the IT Manager, and also work closely with the Salesforce Manager on a day to day basis.

1.3 Working contacts

Internal

Close working with the Office Manager to support asset management and office services
Work with all teams across the charity

External

Contact with our IT partner, and other providers as necessary

Part 2: Key duties and responsibilities

2.1 IT management

- Work closely with the IT Manager to assist in the maintenance, support, documentation and development of the organisation's IT services and assets
- Support back-end processes, including remote backups, server monitoring, email/user management, data import routines and asset management
- Be the first point of contact for IT-related issues for all organisational users, both remotely and in-person
- Support the logistical aspects of remote working, including laptop and mobile phone set up, maintenance and support
- Assist in the training and onboarding of staff members
- Work with the organisation's IT partner in the event of issues that need escalation
- Contribute to new IT projects as required by the IT Manager

2.2 Data management

- Work closely with the Salesforce manager to respond to the needs of teams within the organisation
- Work closely with the Salesforce Manager to assist in data management and cleaning
- Support data collection processes, including use of web forms and integration with other platforms
- Manage and respond to user support requests
- Create reports and dashboards to enable teams to have clarity over the outreach and outcomes of their work
- Support good practice around data protection and GDPR compliance
- Support the development of a CRM strategy which matches the requirements of data insights for the organisations as well as specific regional needs for teams
- Support the use of FormAssembly and Mailchimp in relation to Salesforce

The postholder may be required to undertake other activities as deemed appropriate, and to support activities that contribute to the growth and sustainability of the charity, and to the sharing and development of our organisational knowledge.

Part 3: Person specification

3.1 Essential experience

- At least one year providing strong technical first-line IT support in a Windows/Remote Desktop environment
- Microsoft Office 365 and Server administration
- Supporting the use of CRM applications – ideally Salesforce
- Working autonomously to solve complex problems

3.1.1 Desirable experience

- Working in the charity sector

- Supporting financial applications – ideally Sage

3.2 Knowledge

- Current Microsoft Windows and Server products
- Microsoft Office application and Sharepoint/CMS
- Continuous development of IT systems knowledge

3.3 Skills

- High level of IT literacy including ability to analyse data to a high level of accuracy
- Ability to support colleagues with differing levels of ability
- Investigative mind and an ability to remain focused on the wider goals of the task, team and department
- Well organised, able to prioritise and make decisions with a solution-focused attitude
- Written and spoken communications
- Strong time management, interpersonal and organisational skills
- Working under pressure and managing deadlines

3.4 Other

- Commitment to equality and diversity
- Clear interest in and understanding of literacy and social justice issues

Part 4: Summary of terms and conditions of service

Location:	The postholder will be an employee of the National Literacy Trust. This post is based at the National Literacy Trust, 68 South Lambeth Road, London SW8 1RL.
Home working:	This post is suitable for occasional home working in line with our home working policy.
Travel:	This post may require occasional travel to support programme delivery and partnerships. Travel expenses will be paid when incurred in line with our expenses policy.
Hours:	<p>We have a flexible working culture and encourage all staff to work in a way that enables them to be most effective in their role.</p> <p>This role may involve occasional out of hours working and time off in lieu will be granted for any additional hours worked.</p>
Probation period:	This post is subject to a 12-week probationary period.
Notice period:	This post is subject to a four-week notice period.
Safeguarding:	The postholder will adhere to the National Literacy Trust's safeguarding policy for children, young people and vulnerable adults.

- Annual leave:** You will receive a total of 39 days per year (pro rata for part time staff), made up of 28 days' annual leave plus the closure of the office on all bank holidays and from Christmas Day to New Year's Day inclusive.
- Pension:** The National Literacy Trust will contribute 8% of annual salary for those who qualify for our group pension plan.
- Other benefits:** We provide a Cycle to Work scheme and access to other health and wellbeing benefits including an employee assistance programme, discounted gym membership, dental plans and health assessments.