Job Description: IT and Procurement Officer

# Background of post

Founded in Scotland in 1997, the Breastfeeding Network (BfN) aims to be an *independent* source of support and information for all breastfeeding women, parents and others in the UK.

Our vision is a society where all mothers, parents and families are able to make informed decisions about breastfeeding, to access help when and how they need it and to become confident in their choices. Crucially, this also means all help and support offered to parents by BfN volunteers and employees is offered free from commercial interests and free of charge.

**The IT and Procurement Officer** will provide a high standard of timely problem solving, IT set up and support the effective and secure use of systems, amongst BfN’s growing community of IT users (currently over 150 users). The IT and Procurement Officer will work with a wide variety of users, with varying levels of IT confidence and knowledge, including Directors, service staff and volunteers and the central team. This is a busy and varied role requiring high levels of organisation, an ability to communicate effectively and clearly with users at all levels of the organisation and excellent knowledge of practical IT, gained through a combination of work and study.

# Main Duties and Responsibilities

Day to day IT support:

* Provide basic and timely system set up support (email, 365, Sharepoint access, telephone/ computer, printer) to all new users joining BfN working closely with HR and line managers
* Provide high quality customer service support to BfN users to resolve day-to-day systems and software issues and monitor referrals, quality standards and completion of the external IT support provider
* Work with colleagues to support improved awareness, understanding and adherence to BfN’s IT and information policies and procedures, providing targeted briefing, training and follow up where required
* Monitor IT queries received and identify potential solutions, with the support of the Finance Manager
* Plan and support colleagues through necessary system updates, as needed
* Manage the return of equipment and appropriate exit requirements for IT as users leave BfN

IT security:

* Support all BfN IT service users to understand and comply with relevant IT policy and Cyber Essentials
* Help to gather all information needed for Cyber Essentials, liaising with the external consultant as needed
* Support the Finance Manager to update relevant IT policy as needed
* Monitor and respond promptly to suspicious activity and send reminders and guidance to all users to help BfN to maintain a cyber-secure environment
* Monitor and support users on GDPR compliance and effective governance of information, where this relates to effective IT use

IT systems support:

* With overview support from the Finance Manager, administer Office 365 for BfN. Including the migration to Multi Factor Authentication across the organisation
* Work with the website developer and Social Media and Communications Officer to provide basic website maintenance support and make simple website changes, when needed
* Research and provide input on IT systems and solutions and their suitability and value for money, for BfN’s needs
* Provide guidance and support on the effective management and use of Sharepoint sites, including reviewing and implementing drive improvements, with appropriate consultation
* Contribute to the work of the Training Team in providing support to Moodle, and basic coding when needed
* Contribute to improvements in the appropriate use of databases and documents for storing and processing of organisational information

Procurement:

* Maintain up-to-date records of BfN IT equipment, following audit standards
* Manage the procurement of appropriate equipment for BfN’s needs, reviewing requirements and following procurement policy. Including managing the courier of equipment to staff
* Provide information on stock and procurement as needed by BfN’s finance team and the auditors

Continuous improvement and professional development:

* Take responsibility for maintaining up-to-date knowledge of IT, risks and factors that up-date these
* Contribute to BfN’s continuous improvement as an organisation through effective co-ordination and problem solving with colleagues
* Actively engage in performance management activities, induction, 1-2-1s, appraisals, team meetings etc., with your line manager and the wider team

*This job description may be reviewed & amended in response to service requirements. A job description is not an exhaustive list of accountabilities or an inflexible document but acts to provide guidelines of what to expect while in post.*

Person Specification:

**Please refer to this document carefully when completing your application form and preparing for your interview. You must demonstrate how you meet the criteria on your application form.**

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| **Qualifications** | **Essential** | **Desirable** |
| Advanced training in IT/ computer science (degree, higher apprenticeship, HND) or equivalent expert knowledge of IT in a working environment.    GCSE grade C or above in English and Maths (or equivalent) |    |  |
| **General** | **Essential** | **Desirable** |
| Practical, hands on experience as an IT systems/ network administrator  Experience of researching and arranging the purchase of IT equipment for an organisation  Experience of resolving a wide range of day-to-day IT issues for an organisation and its staff/ members  Experience of successfully explaining IT issues and solutions to a variety of users, including those without confidence/ strong knowledge of IT  Experience of dealing with hosts and developers  Proven organisational skills, ability to plan work and flexibility and adaptability to juggle a range of different tasks, manage frequent interruptions and to work occasional additional hours to meet deadlines if required  Experience of working in a comparable role in a small to medium charity environment  Awareness and commitment to equality and diversity    Discretion and an understanding of confidentiality issues when handling data, alongside the implications of GDPR.  Knowledge and understanding of the voluntary and charitable sector.  Ability to be able to work independently while making every effort to co-ordinate effectively with other members of the Central Support Team  Honesty and reliability  Understanding and commitment to BfN’s aims, values and objectives  Effective communication skills (verbal and in writing)  Ready, willing and able to work in BfN’s office in Paisley at least 2 days per week  BfN is a registered charity and an organisation working in compliance with the WHO Code on the Marketing of Breastmilk Substitutes. All candidates will be required to declare any potential/ perceived conflicts of interest. Any plan for the management of potential conflicts will require authorisation by the CEO, and in some cases, the Chair and Vice Chair of the BfN Board. |                        |      |
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| **Knowledge and Skills** | **Essential** | **Desirable** |
| Strong organisational and time management skills  Expert and practical knowledge of IT  Understanding of best practice in Cyber security and able to support users in maintaining up-to-date knowledge of current threats  Knowledge and confidence to research risks, trends and IT solutions  Expert knowledge of Office 365, Sharepoint, Wordpress  Knowledge of Moodle, basic coding |          |  |