

19 March 2020

Thank you for your interest in the post of:

ICT ADMINISTRATION OFFICER

(Ref IAOMar20)

Attached are the following documents:

- **Application Form**
(Please download by clicking link on the Work For Us / Current Job Vacancies page on our website)
- **Job Description And Person Specification**
- **Diversity Statement**
- **Recruitment Of People With A Criminal Record**
- **Solent Mind Annual Report 2018/2019**
(Please view or download from About Us / Annual Reports And Accounts page on our website)

Closing Date: Fri 03 Apr 2020 (Before 9.00am)

Interview Date: W/C Mon 20 Apr 2020

Good Luck!

Jill Walker
HR Co-Ordinator



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Registered Office: 15-16 The Avenue, Southampton, Hampshire, SO17 1XF
Charity Registered No: 1081115 Registered with Limited Liability in England and Wales No: 4004500



Solent Mind - Job Description

Job Title: ICT Administration Officer

Purpose: To assist in managing the IT Service Desk with support from the Head Of Digital, ICT & IG Administration Officer and GCI. Manage the procurement of IT and mobile devices and maintain IT Asset Registers, and also assist with Auditing and Compliance.

Reports To: Head Of Digital

Direct Reports: ICT Administrators

Key Relationships: Solent Mind Staff and Volunteers, GCI and Solent Support Solutions

Location: Southampton (But With Travel Within Hampshire)

Hours: 18.5 Hours Per Week

Salary Range: £22,603 - £24,341 Pro Rata Per Annum
(NB: Pay Award Pending)

Main Responsibilities

IT Support Desk / Management

- Provide first line IT support to staff and Volunteers as and when is required, problem solving both Hardware and Software issues and identifying appropriate action
- Assist in the configuration of new equipment and re configuration of returned equipment, including laptops, tablets and Mobile Telephones
- Answer and log incoming IT support calls into the IT Management System and "Fix on First Call" over the phone or remotely if possible
- Manage all incoming IT support emails into the IT Management System and direct to the necessary support queue, escalating requests to GCI as needed

- Communicate any global or recurring high impact IT issues effecting staff with the Head Of Digital
- Manage the ICT administrator with day to day tasks and allocate work where appropriate
- Manage hardware maintenance issues with third party suppliers
- Provide supervision and annual appraisals to the ICT administrators if applicable
- Attend all sites periodically to assist with issues and help with development plans
- Provide an occasional Out of Hours on call service when needed (and with time off in lieu) under the direction of the Head Of Digital
- Deputise for the Head Of Digital in their absence

Procurement

- Purchase hardware including PC, laptops, tablets, mobiles and software following set procedures with guidance from the Head Of Digital
- Obtain hardware and software quotes on behalf of IT users
- Advise IT users all relevant hardware/software deliveries
- Maintain up to date hardware specification and price lists
- Assist with the IT set up of new services
- Purchase and management of all licences including Microsoft Office licences

Audit and Compliance

- Work with the Head Of Digital / Data Protection Officer to Audit systems and processes in the organisation
- Monitor the compliance of staff data Entry in line with service specific guidelines
- Liaise with Data Protection Officer / Director Of Quality where issues are identified
- Assisting with adhering to the Solent Mind retention Policy and planning and executing (with the assistance of Managers and Heads of Service) in maintaining data in a compliant manner
- Assisting the Data Protection Officer with the NHS Toolkit and other partnership working agreements

IT User Management

- Maintain and update staff permissions register
- Set up new IT users following set agreed procedures with BlueChip
- Remove leavers from all IT systems following set agreed procedures with HR

- Maintain Email distribution lists and Security Groups and assist in Audit activity and investigations as necessary

Training

- Provide basic induction IT training on Solent Mind's cloud solution including Citrix to new staff
- Provide Bespoke one to one training with staff where individual needs are identified
- Provide basic training around GDPR and Data policies and procedures

IT Development And IT Project Management

- Assist when required in the administration of new IT development and project management
- Assist the Head of Digital in Planning and executing Digital Projects where necessary
- Assist in the development of the Microsoft Dynamics CRM system

General

- To uphold the aims and values of Solent Mind
- To contribute to the ongoing development of the service and to best practice
- To work within Solent Mind policies and procedures
- To maintain up to date knowledge of legislation, national and local policies and issues in relation to both the specific client group and mental health
- All employees have a duty and responsibility for their own health and safety and the health of safety of colleagues, patients and the general public
- All employees have a responsibility to prevent abuse and neglect and report concerns
- All employees have a responsibility and a legal obligation to ensure that information processed for both patients and staff is kept accurate, confidential, secure and in line with current Data Protection legislation and Security and Confidentiality Policies
- Undertake not to abuse their official position for personal gain, to seek advantage of further private business or other interests in the course of their official duties

This list is non exhaustive and other duties may be required to be undertaken to meet the needs of Solent Mind

Solent Mind - Person Specification

Job Title: ICT Administration Officer
Location: Southampton

Requirement	Essential or Desirable
<p>Qualifications/Education/Training: IT qualification or relevant experience in providing IT support Educated to degree level or equivalent experience</p>	<p>Essential Desirable</p>
<p>Experience: Personal or work/voluntary work experience of mental distress 1st and 2nd Line support experience MS Exchange, Active Directory and Citrix environments Remote control tools such as TeamViewer Excellent customer service skills / Experience Working in a data protection / governance role</p>	<p>Desirable Essential Essential Desirable Essential Desirable</p>
<p>Knowledge/Skills/Competencies: Sound working knowledge of IT applications including Microsoft Office 2013 and relevant databases Good understanding of Windows operating systems, Local Area Networks and Printing solutions Good communication skills - eg: ability to build rapport with people, to communicate clearly with staff, volunteers, professionals and key stakeholders Strong Organisational skills A logical and analytical approach to problem solving Ability to organise own work and manage time effectively including prioritising tasks</p>	<p>Essential Essential Essential Essential Essential Essential</p>
<p>Other: Strong commitment to collaborative working. Commitment to Mind's value base which are: Open, Together, Responsive, Independent, Unstoppable Commitment to Solent Mind's Equal Opportunities and Diversity policies Ability to work flexibly (time availability) to meet the needs of the service Able to travel to Solent Mind's projects when necessary</p>	<p>Essential Essential Essential Essential Essential</p>

Date job originated: March 2020
Date job reviewed:
Reviewing Manager: Dave Watson

Diversity Statement

Solent Mind has made the following key commitments:

- 1.** We will promote a culture which is positive about diversity and equality. All our staff and volunteers take full responsibility for this policy.
- 2.** We will challenge discrimination in our work and use complaints, disciplinary, and harassment policies to back up anti-discriminatory action.
- 3.** We will work supportively with organisations and groups established to promote quality and diversity, including Black & Minority Ethnic groups and anti-stigma initiatives.
- 4.** We will assess the diverse needs of all those who use and seek to use our services.
- 5.** We will provide individualised services which respond to those needs.
- 6.** We will seek to recruit a workforce that reflects the diversity of the communities that we serve, and ensure that prospective and current staff and volunteers are not disadvantaged in recruitment, training or career progression.
- 7.** We will carry out Equality Impact Assessments on our own policies, plans and service designs; and communicate with funders and other stakeholders over our respective Equality Impact Assessments.
- 8.** We will monitor our performance under this policy in the provision of our services and management of staff, and take steps to improve.
- 9.** We will ensure that our people are trained in diversity management and practice.

Recruitment of people with a criminal record

- As an organisation using the Disclosure & Barring Service (DBS), previously known as Criminal Records Bureau to assess applicants' suitability for positions of trust, Solent Mind complies fully with the DBS Code of Practice and undertakes to treat all applicants for positions fairly. It undertakes not to discriminate unfairly against any subject of a Disclosure on the basis of conviction or other information revealed.
- Solent Mind is committed to the fair treatment of its staff, potential staff or users of its services, regardless of race, gender, religion, sexual orientation, responsibilities for dependants, age, physical/mental disability or offending background.
- We actively promote equality of opportunity for all with the right mix of talent, skills and potential and welcome applications from a wide range of candidates, including those with criminal records. We select all candidates for interview based on their skills, qualifications and experience.
- A Disclosure is only requested after a thorough risk assessment has indicated that one is both proportionate and relevant to the position concerned. For those positions where a Disclosure is required, all application forms and recruitment briefs will contain a statement that a Disclosure will be requested in the event of the individual being offered the position.
- Where a Disclosure is to form part of the recruitment process, we ask that applicants declare details of any convictions of a criminal offence (as per question outlined below) and send this information under separate, confidential cover with the Application Form. We guarantee that this declaration will only be seen by those who need to see it as part of the recruitment process.
 - ***'Do you have any convictions, cautions, reprimands or final warnings that are not "protected" as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2013) by SI 2013 1198'.***
- We ensure that all those in Solent Mind who are involved in the recruitment process have been suitably trained to identify and assess the relevance and circumstances of offences. We also ensure that they have received appropriate guidance and training in the relevant legislation relating to the employment of ex-offenders; eg: the Rehabilitation of Offenders Act 1974.
- At interview, or in a separate discussion, we ensure that an open and measured discussion takes place on the subject of any offences or other matter that might be relevant to the position. Failure to reveal information that is directly relevant to the position sought could lead to withdrawal of an offer of employment.
- We make every subject of a DBS Disclosure aware of the existence of the DBS Code of Practice and make a copy available on request.
- We undertake to discuss any matter revealed in a Disclosure with the person seeking the position before withdrawing a conditional offer of employment or voluntary service.
- **Having a criminal record will not necessarily bar you from working with us.** This will depend on the nature of the position and the circumstances and background of your offences.