

# Job Description – Barn Owl Trust

## IT Support Officer – part-time

### Job Title

IT Support Officer (part time)

### Hours of work

20 hours per week, days to be agreed. Flexible working policy applies.

### Salary

£21,829.50 pro rata

### Places of Work

Headquarters of the Barn Owl Trust

Homework only by prior agreement with Line Manager

### Purpose of Post

Help the Trust achieve its stated Object(s) as directed by its Trustees and Managers by undertaking general and post specific responsibilities and tasks.

### General Responsibilities

Ensure that work time and all other BOT resources are used to maximum effect

Implement actions and achieve targets as agreed with supervisor and/or line manager

Observe all BOT Policies paying particular attention to Health and Safety, IT Security and Data Confidentiality

When dealing with finances or monies, to do so with integrity, honesty, care and attention to detail

Help raise awareness of the climate and ecological crises

Take good care of all BOT property

Be diligent, considerate, and maintain a positive, friendly, and encouraging demeanour

Aim to give everyone you communicate with, or meet, a positive impression of the Trust

### Post-specific Responsibilities

The Barn Owl Trust's IT is central to the functioning of the organisation. The IT system has been developed by our freelance IT support person, who will be gradually winding down over the next few years.

- Assisting with and training to manage the following:
- Running the day-to-day management of BOT's IT
- Dell Server running Windows 2016 server OS, with Active Directory – 15 users
- Microsoft 365 email system
- Several remote workers using VPN and Remote desktop
- Approximately 15 PCs and laptops
- Microsoft Access Database management and development
- 3CX VOIP telephone system – management and deployment
- Management of Broadband infrastructure – currently 4G internet
- Management and development of Wordpress website, including ecommerce
- Management, renewal and installation of SSL certificates
- Procuring and deploying new IT equipment when necessary
- General troubleshooting, problem solving, assisting staff with IT issues

## **General Administrator/Receptionist Duties you will routinely undertake**

- Telephone reception and greeting visitors
- Dealing with general enquiries
- Passing messages and phone calls to Conservation staff
- Efficient administration of routine office processes, including
  - Email
  - Incoming and outgoing post (including taking post to the Post Office)
- Updating social media
- Record keeping – Paper, electronic and access database
- Contributing to newsletters and Feedback Magazine
- Writing and maintaining 'How to.... instructions'
- Undertake photocopying, scanning and changing inks in printer
- Supervise volunteers, as required
- Help with Website management
- When requested, research and purchase goods on behalf of BOT in liaison with a BOT Manager
- Contribute to office waste /weekly recycling management
- Carry out data inputting, including regular Data Anonymisation
- Assist at shows and events
- Liaise with other BOT staff, in all teams

The post holder is expected to:

- Undertake all general admin tasks
- Keep a tidy desk and reception/office area
- Take clear messages and communicate effectively with supporters, colleagues, management and others
- Develop and maintain administrative processes
- Contribute fully to the effective running of all administrative functions

Plus any other duties as shall be reasonably required

## **Key Responsibilities**

- Ensure that all your responsibilities and duties are fully met, in a timely manner
- Support the team and assist colleagues/volunteers achieve their work, whenever necessary
- Contribute to the aims of Barn Owl Trust by working in an effective and economical way, and to suggest and implement improved ways of working wherever possible.
- When requested, help with the design and content of various items such as BOT Calendars, cards, Feedback magazine and leaflets
- Help create/maintain online content, presentations, articles, and other content, as required
- Contribute to the recruitment then training of staff and/or volunteers as requested by line manager
- Implement a personal work schedule (in liaison with your Line Manager)
- Carrying out other tasks/duties to help the Trust achieve its objectives

The above range of duties and responsibilities is not exhaustive. Post holders may be expected to perform other work at a similar level and responsibility when requested to do so.