

Northern Housing Consortium

Job Title: IT Support & Data Administrator

Responsible to: Head of IT & Development

Section: Corporate Services

1 Main purpose of the role

- To ensure that first class customer services is provided to both internal and external customers.
- To provide support to the Head of IT & Development in all matters associated with IT.
- To support with data administration tasks for NHC's CRM system and generally as required.

2 Key Tasks and Responsibilities

IT Support

- To provide first line support to staff for hardware, software, audio-visual and telephone equipment.
- To assist with the purchase, setting up, maintenance and repair of computers, audio-visual equipment, computer-linked equipment and computer-related equipment.
- To install and configure software applications.
- To help with the induction of new staff.
- To help produce and maintain IT statistics, reports, checklists and other documentation (digital & written) as necessary.
- To assist with the upkeep of IT inventory.
- To help maintain appropriate stock levels of computer consumables and accessories and to raise purchase orders as necessary ensuring that value for money is obtained.
- To assist with backup procedures.
- To carry out general office admin duties as necessary.
- To maintain satisfactory standards of safety and security in relation to computer rooms and equipment.
- To be aware of and abide by the Northern Housing Consortium health and safety procedures and associated policies.
- To proactively implement the Northern Housing Consortium's policies and procedures.
- To undertake any other relevant duties as may reasonably be requested by the line manager or other staff members.

Data Administration

- To become the first point of contact for issues around data accuracy.

- To be able to identify any inconsistencies with data and carry out the appropriate actions.
- To be able to support colleagues to retrieve data they require in an appropriate format.
- To carry out regular data checks and update information as required.
- To support with the accurate creation of official reports.
- To understand and be aware of NHC's policies around data security and identify and assist with implementation of any actions necessary

3 Role specific competencies and values

We are Member Focused

- Ensure that ICT issues do not impact upon NHC's ability to provide an effective member service.
- Assist in the upkeep and development of the IT routes that members access to ensure that their customer journey is smooth and efficient.
- Ensure data held about our members is both accurate and appropriate.
- Maintain a professional attitude when dealing with external stakeholders and act as a role model for others in NHC.

We are Collaborative

- Support the Head of IT to ensure that the needs of NHC are met in the most appropriate way, keep up to date with developments in IT and implement new solutions where appropriate for the Consortium.
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- Be a helpful, approachable and supportive first point of contact for NHC staff members.
- Deliver high service standards to NHC colleagues on all IT and office equipment matters.
- Actively support team working across the organisation
- Lead in the delivery of NHC objectives
- Carry out other such duties as may be necessary for the successful operation of the NHC
- Fulfil the requirements of the post in a professional manner and in doing so achieve high standards and agreed personal performance targets are met.

We are Innovative

- Support the Head of IT to develop, maintain and keep up to date the Consortium's IT documentation and policy and ensure this is user friendly.
- Support staff to ensure they can retrieve the data they require in a format which meets their needs.
- Support the Head of IT to maintain, develop and keep up to date the Consortium's website and databases.
- Maintain, develop and keep up to date the intranet and any additional websites.
- Support the Head of IT to ensure IT and equipment contracts are managed effectively and NHC are getting the best service in accordance with the contract.

We are Supportive

- Support NHC colleagues in training needs on IT, equipment and systems.
- Exemplify the culture, values and behaviours of the organisation
- Act as an advocate and ambassador for the NHC

4 Qualifications and Experience

Essential

- Experience of Windows Operating Systems (7 onwards)
- Enthusiasm for IT
- GCSE Maths & English (or equivalent) at Grade C or above
- Ability to install software
- Ability to install hardware
- Ability to provide first line support and diagnose and fix issues
- Knowledge of Microsoft Software including (Office 2010 onwards & Office 365)
- Good organisational/interpersonal skills
- Flexible approach to work
- Commitment to customer care
- Honesty & trustworthiness
- An understanding of database architecture
- Accuracy

Desirable

- Experience of networking
- Experience of Helpdesk support
- Experience of building and configuring PC's
- 5 GCSE's grades A*-C or equivalent (including English & Maths)
- Experience of Audio/Visual equipment
- Experience of telephone systems and support
- An understanding of website platforms
- An understanding of Dynamics 365
- Own transport

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OUR VALUES

We are Member Focused

(our members are at the heart of everything we say and do)

- We build positive relationships both internal and external to the NHC
- We go 'above and beyond' to ensure value for money to our members and within our own organisation on behalf of our members
- We identify priorities based on understanding member and organisation needs
- We are tenacious in support of our members.

- We actively support and contribute to the work of our colleagues
- We help to create a diverse and trusting work environment where everyone can be themselves
- We are approachable, warm and friendly
- We openly share learning and skills across the organisation and our membership.

We are Collaborative

(we work together as a team)

We are Innovative

(we are creative and flexible)

- We react to new challenges quickly and positively
- We demonstrate creativity and innovation in our work
- We regularly review and improve our products, systems and processes
- We are flexible and willing but also realistic.

- We empower our people to make decisions and treat each other with consideration and respect
- We encourage the development of our staff
- We recognise and celebrate the success of the organisation, our teams and individuals
- We take responsibility and we deliver.

We are Supportive

(we help each other to be stronger and more confident)