



Job Description

Job Title:	IT Officer
Location:	The Manor House, Broad Street, Great Cambourne, Cambs, CB23 6DH, with options for home-working in agreement with the line manager.
Accountable to:	IT Manager
Salary:	£33,000 - £35,000 per annum (depending on experience)
Hours:	37.5 per week (Full-time)
Transport:	Hold a current driving licence and be able to use own vehicle for business purposes (with the relevant insurance) on occasion across the three counties of Beds, Cambs, Northants.

Employment subject to:

- 6 month probationary period;
- evidence of right to work in the UK

IT Officer

Main purpose

Assist the IT Manager in implementing the IT policy and strategy, managing IT and communication hardware and software, and maintaining the cloud-based environment. Implement IT solutions and ensure that staff across the Trust have the training and support necessary to make full use of the Trust's IT systems. Manage small to medium-sized projects to completion. The postholder will ensure that IT support requests are effectively managed and responded to in a timely manner, either by completing requests themselves or by escalating them to the IT Manager as necessary.

Main Objectives
• Implementation and maintenance of IT improvements such as Microsoft Sharepoint, Microsoft Intune, Microsoft Entra ID, hybrid meeting facilities, IoT, desk-booking systems etc • Assist with the smooth running of the Trust's IT systems • Provide technical support and training for end-users.
Key Responsibilities
• Administer and document data and network security for the Trust, including the Cloud environment. • Drive the implementation of cyber security measures • Provide appropriate training for Trust staff and volunteers • Maintain a fully up-to-date inventory of all hardware and software within the WTBCN. • Set up new PCs and other hardware (smartphones, routers, access points, CCTV, IoT devices) as required, making sure that all newly set up hardware is left in a "ready" state for staff use.

• Administer Microsoft Entra ID, Defender, Intune and Cloud services and maintain system operations.
• Deputize for the IT manager as required.
• Research and find technical solutions to a wide range of problems in a heterogeneous ICT landscape.
• Initiate investigations into ICT security incidents; analysing basic logs and processes.
• Manage Helpdesk tickets, planning and prioritising systematically to minimise backlog and ensure operational efficiency.
• Work with departmental staff to understand their data flows and operations to help identify where modern data management systems can assist with both efficiency and security (e.g. SharePoint, Microsoft Forms).
• Work independently to plan and develop solutions to problems. Where required, learn new skills to help deliver the best solution (E.g. Microsoft Forms or SharePoint).
Staff and volunteers
• Consult with staff to encourage full use of Cloud systems.
• Ensure that all employees adhere to company's policies and guidelines
• Provide telephone and email support to Trust Staff.
• Create user accounts, manage permissions and passwords.
• Provide training and written How-To guides for Trust Staff
Partnership and stakeholders
• Supervise work by technology contractors
Communication and promotion
• Present a positive and welcoming image of the Trust to everyone.
Health and Safety
• Produce risk assessments and any additional H&S requirements as required.
Other duties
• Contribute to general Trust working and any other duties as directed by line managers.
• Undertake training as the need arises.
• Go about duties in a resource-efficient way and minimise impacts to the environment.
• Actively follow Trust policies including Equal Opportunities policies
• Maintain an awareness and observation of Fire and Health & Safety Regulations.

Notes:

1. As duties and responsibilities change, this job description will be reviewed and amended in consultation with the post-holder.
2. This job description does not constitute a 'term and condition of employment'. It is provided only as a guide to assist the employee in the performance of their job. The job description is not intended to be an inflexible or infinite list of tasks and may be varied from time to time after consultation / discussion with the post holder.
3. This job description does not form part of the contract of employment.

Member recruitment provides the Trust with our largest source of regular income. Members are essential for us to deliver our vision to protect and preserve our wild spaces so that wildlife can thrive and we all have wild spaces to enjoy. Although we have a great recruitment team...we need you! Everyone working at the Trust can help. You may be the first person from the Wildlife Trust that a potential supporter speaks to. Every member of staff should take pride in the work we do and be our voice, promoting the importance of being a member of our Trust and recruiting new members wherever they can.

IT Officer – Person Specification

E= Essential; D=Desirable

Requirements		
Experience and Qualifications	Bachelor's Degree in Computer Science or a Related Field	E
	Hold a current driving licence and be able to use own vehicle for work purposes on occasion	E
	Good experience with cloud-based services, especially Microsoft Office 365, Microsoft Entra ID, Microsoft Intune, and Microsoft SharePoint	E
	Good experience of working with end users	E
	Good experience with Microsoft operating systems (Windows 11, Windows Server 2016, 2019, 2022)	E
	Expertise in Entra ID Cloud administration	E
	Experience with printer management and support	E
	Experience with any of the following: Microsoft Exchange Server, Microsoft SQL Server, Active Directory, Proxmox.	D
	Experience with Linux (Ubuntu server)	D
Knowledge	A good knowledge of Microsoft Cloud services	E
	A good knowledge of network management and security	E
	A good knowledge of networking concepts such as IP, DHCP, DNS, VPN, VLAN, NAT, NTP.	E
	A good general knowledge of GDPR legislation	D
	A good knowledge of implementing and maintaining cybersecurity solutions	D
	A general knowledge of IoT systems	D
	Understand the basics of generative AI	D
Skills and Abilities	Good communication skills, including the ability to provide clear explanations, both in person and on the phone, of technical aspects in plain language, understandable by all.	E
	Analytical thinking and problem-solving abilities, able to work under pressure and make quick decisions.	E
	Ability to multi-task and prioritise to meet deadlines.	E
	Self-motivated and able to work independently with little to no supervision and work with others when required.	E
Behaviours	Demonstrable evidence of openness to change, flexibility and a willingness to learn new ways of doing things	E
	Demonstrable experience of identifying, understanding and giving priority to delivering the needs of the customer and taking responsibility for providing a service that meets customers' needs.	E
	Demonstrable ability to work flexibly within a team environment and to work across functions to deliver successful outcomes, and in contributing to environments that demonstrate equality, foster trust, respect, and challenge.	E
	Willingness to share ideas, experience, and knowledge with colleagues and others.	E

Terms and Conditions: Summary for candidates

The following terms and conditions are typically offered to The Wildlife Trust BCN staff on fixed-term or permanent contracts, and are set out here for your information only. Terms and conditions may vary according to circumstances and this summary does not form part of any subsequent employment contract.

Probationary period:	Six months with a review at three months. During the probation period the contract may be terminated with one month's notice.
Annual leave:	25 days annual leave and 8 bank holidays per annum (pro rata for part time staff and those working less than a year). For those staff whose normal working days fall on the days of the week that fall between 25 th December and 1 st January (i.e. the three non-public holiday days) when the Trust offices are closed, three additional days of paid leave are granted. These are non-pro rata and must be taken between 25th December and 1st January.
Pension:	Contributory pension. The Trust contributes 8% salary. The employee will be automatically enrolled after 3 months.
Other Information:	Occasional weekend and evening working may be required, for which time off in lieu can be taken.
Equality and Diversity	We're wild about inclusion and want our staff to be as diverse as wildlife. As an inclusive employer we recognise that our workforce needs to better reflect the communities in which we live and work. We actively encourage applications from people of all backgrounds, identities and cultures. We believe that a diverse workforce will help us create our vision of 'people close to nature, with land and seas rich in wildlife.'

As a Conservation Charity, the Trust is committed to the ethical and sustainable sourcing of all materials used by our charity, and to ensuring we support any initiatives which improve sustainability for the benefit of us all. We are also fully committed to significantly reducing our carbon emissions. We would like to be sure that all of our colleagues and team members are equally committed in their support of these values, and practice the highest standards both at work and at home.

About The Wildlife Trust BCN

The Wildlife Trust for Bedfordshire, Cambridgeshire and Northamptonshire is a registered charity (and a company limited by guarantee), whose mission is to:

- conserve local wildlife, by caring for land ourselves and with others;
- inspire others to take action for wildlife; and
- inform people, by offering advice and sharing knowledge.

We are among the largest and most effective of 46 Wildlife Trusts across Britain and we are a major contributor to the nationwide work of the Royal Society of Wildlife Trusts. We currently manage over 100 nature reserves, covering almost 4,500 hectares, and two education centres. Our work also includes the acquisition and application of information about biodiversity. The Trust's turnover in 2022-23 was over £10 million and its capital assets more than £28 million, of which over half (£18 million) is classified as heritage assets. This Trust was the first to promote the concept of Living Landscapes: large-scale conservation schemes which aim to ensure that wildlife can thrive alongside the human population across an entire landscape. Our conservation activity is increasingly focused on these Living Landscapes, including the first to be established - the Great Fen in Huntingdonshire – as well as the Ouse Valley, the Nene Valley and the North Chilterns Chalk.

The Trust's annual report and accounts are posted on our website:

<http://www.wildlifebcn.org/annualreview>

The work of the Trust is guided by the 2025 - 2030 five-year vision which can be found at:

<https://www.wildlifebcn.org/next-five-years>. To achieve the targets within this plan, the Trust is managed and directed by an Executive Board of CEO and three Directors.

The Trust evolved from a group of committed volunteers, and volunteering is still central to its ethos, with over 1200 regular volunteers. The working culture of the Trust encourages a professional approach, with a commitment and enthusiasm for nature and its conservation. Mutual respect and teamwork are highly prized among both staff and volunteers. In all its dealings the Trust tries to be fair but firm and in all its activities it aims to be environmentally responsible. Systems, processes and bureaucracy are kept to the necessary minimum for effective performance.

The Chief Executive reports to the Trust's Council of 17 Trustees, who are elected annually from the membership (presently standing at over 37,000). Council and its two Committees (Conservation, Education & Community; and Resources) each meet quarterly. There are 137 staff members (113 fulltime equivalents), with main offices in Bedford, Great Cambourne, and Northampton, and over 1,000 active volunteers. The Executive Board comprised Chief Executive, Resources Director, Conservation Director, Business Director and Engagement Director. Reporting to the Executive Board is a team of senior managers.