

## **Job Description & Person Specification**

**Job Title:** Digital & ICT Support Officer

**Reports to:** Resources Director

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### **Job Description**

#### **Purpose of the Role**

To support the effective use, coordination and development of the organisation's digital systems and services. The role contributes to digital communications, housing and finance systems, and oversees IT support requests raised by colleagues, working with external IT support providers.

This post is suitable for:

**An apprentice** beginning a digital or ICT career, **a recent IT or Digital graduate** seeking practical, hands-on experience, or someone with digital/ICT **experience within the workplace**

Appointment and development will reflect the successful candidate's qualifications and experience.

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### **Key Responsibilities**

#### **Digital communications & content**

With guidance from colleagues:

- Update and maintain the company website, ensuring content is accurate, accessible and current
- Support the management of social media platforms in line with organisational guidance
- Maintain digital noticeboards across housing schemes.

#### **Systems support & development**

- Support the effective use of Microsoft 365 (Outlook, Excel, Word, Teams, SharePoint, One Drive, Forms, Co-pilot etc.)
- Assist with the development and day-to-day use, of the integrated housing and finance system
- Support the electronic document management system, including structure, content and user guidance
- Identify opportunities to improve processes and reduce manual administration.

## **Automation & digital improvement**

- Learn and apply Power Apps and Power Automate to streamline routine processes
- Support testing, documentation and user guidance.

## **IT support coordination**

- Liaise with external IT support providers to ensure issues are progressed and resolved
- Keep colleagues informed of progress and outcomes.

## **Connectivity & housing schemes**

- Support communal Wi-Fi at housing schemes, working with external providers where required
- Assist with issue reporting, tracking and communication.

## **General**

- Maintain clear records and simple documentation
- Work collaboratively across teams
- Undertake training relevant to the apprentice or graduate development route
- Carry out other reasonable duties appropriate to the role.

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### **Important note:**

*External IT support is provided for all systems. This role focuses on coordination, communication and continuous improvement.*

*As the post is required to visit schemes you will need to provide your own mode of transport e.g. car, moped, bicycle etc (and full driving licence).*

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<b>Person Specification Category</b>	<b>Essential (E)</b>	<b>Desirable (D)</b>
<b>Education &amp; Qualifications</b>	GCSEs (or equivalent) including English and Maths. Either: willingness to work towards a digital / ICT apprenticeship <b>or</b> a degree (completed or near completion) in IT, Digital Technologies, Computer Science or related subject.	Level 2–3 IT / Digital qualification or relevant degree project experience.
<b>IT &amp; Digital Skills</b>	Confident using basic IT systems including email, Teams, websites and digital platforms. Willingness and ability to learn new systems.	Experience updating websites, social media or digital content. Familiarity with Microsoft 365 tools (SharePoint, Forms, Planner, Power Platform).
<b>Process &amp; Systems Awareness</b>	Logical approach to tasks and problem-solving. Ability to follow and document step-by-step processes.	Experience of process improvement or automation (study, projects or work).
<b>Communication &amp; Customer Focus</b>	Clear written and verbal communication skills. Ability to explain system issues in plain English. Professional and patient when supporting colleagues.	Experience in a customer service or internal support environment.
<b>Organisation &amp; Reliability</b>	Able to manage tasks, priorities and deadlines. Strong attention to detail. Willingness to follow issues through to resolution.	Experience maintaining logs, trackers or basic documentation.
<b>Digital Content &amp; Connectivity</b>	Willingness to support website updates, digital noticeboards and communal Wi-Fi (with external support).	User-level awareness of connectivity or Wi-Fi issues.
<b>Personal Attributes</b>	Enthusiastic, curious and keen to learn. Reliable, professional and adaptable. Interest in digital services and improvement. Comfortable working with older people	Interest in housing, public services or community-focused organisations.

