

ICT Project Support Officer JOB DESCRIPTION

IDENTIFICATION OF JOB

Team: IT Team
Working base: Newark and/or home-based (1-2 days per week in Newark)
Responsible to: Head of IT

OVERALL PURPOSE OF THE JOB

- To support efforts to maximise the effectiveness of Trusts and RSWT's adoption of Access Charity CRM, through the development, rollout and support of data integrations and automating business processes.
- To assist Trusts in their use of Access Charity CRM and other TWT Digital Platforms including the collective web template and WildNet.

MAIN RESPONSIBILITIES

Deliver data integration and support services to RSWT and local Wildlife Trusts

- Support the IT Project Officer to develop data integrations between Trust and RSWT digital platforms using RSWT's business process automation platform – currently Make.com
- Support the IT Project Officer to rollout integrations across the 46 local Wildlife Trusts
- Assist Trusts with User Acceptance Testing integrations
- Provide bug fix, support and maintenance to Trust and RSWT staff across all integrations
- Proactively monitor workflows for issues, identify and implement service improvements
- Stay up-to-date with the latest features and functionalities of the Access Charity CRM system and CRM technology and related technologies including Workspace, Data Engine and Analytics
- Work with the IT Project Support Officer to identify areas for improvement and make recommendations to senior management.
- Work with colleagues from across business functions including IT, Communications, Campaigns, Data and Insights to automate and streamline business processes and improve our data management practices
- Stay up-to-date with new features and functionality on the TWT Collective Web platform and WildNet
- Provide support to colleagues from across the movement on other TWT Digital platforms including Collective Web and WildNet
- Provide training to colleagues in the use of business process automation tools
- Work with stakeholders to identify opportunities for business process automation using Digital Technologies and implement solutions to address these challenges
- Create documentation and written guidelines to support the effective use and maintenance of integrations

- Work with the IT Project Officer to develop and implement quality control procedures to ensure data accuracy and completeness.
- Be an ambassador for the use of CRM across all teams, helping to embed a CRM culture within RSWT.
- Participating in project meetings, taking minutes and circulating notes and monitoring and progressing actions
- Liaising with external suppliers regarding the project progress and actions

Provide support and advice to colleagues across the organisation on the use of other TWT IT and Digital Platforms

- Stay up-to-date with the latest features and functionalities of the Access Charity CRM system and CRM technology and related technologies including Workspace, Data Engine and Analytics
- Provide support on the use of Access Charity CRM to colleagues across the Wildlife Trusts
- Stay up-to-date with new features and functionality on the TWT Collective Web platform and WildNet
- Provide support to colleagues from across the movement on other TWT Digital platforms including Collective Web and WildNet
- Provide IT hardware and software support to colleagues within RSWT
- Support in the implementation and rollout of new Digital services and platforms across the organisation
- Undertake User Acceptance Testing and evaluate new features and functionalities across TWT platforms
- Participate in planning activities related to TWT's IT and Digital services

Other responsibilities:

- Undertake own administration.
- Be responsible for your own health and safety and that of your colleagues, in accordance with the Health and Safety at Work Act (1974) and relevant EC directives.
- For the organisation to work effectively, you may be required to assist with other areas of work and therefore you should be prepared to undertake other duties appropriate to the post and any other reasonable duties required.
- Assist other ICT team staff and colleagues in the Newark office when required

In order for the organisation to work effectively you may be required to assist with other areas of work and therefore, you should be prepared to undertake other duties appropriate to the post, and any other reasonable duties required.

IT support must be provided during normal office hours (9-5). Flexi-time is applicable to this post providing 9-5 cover is arranged. There will be some occasions when the post holder needs to work outside normal office hours to undertake maintenance or deal with emergencies. This will include evening and weekend work.

All staff are ambassadors for the organisation both internally and externally and are expected to act in a professional manner at all times. They are required to abide by organisational rules, policies and procedures as laid down in the staff handbook, adopt environmentally friendly working practices, set and maintain high personal standards of efficiency and customer care and foster a 'can do' culture based on ownership, initiative, teamwork and exchange of information.

IT PROJECT SUPPORT OFFICER PERSON SPECIFICATION

	Essential	Desirable
Personal Qualities		
A creative thinker, particularly regarding solving problems and finding new ways of working.	✓	
Highly organised, with excellent time management and attention to detail.	✓	
Effective communicator	✓	
Ability to function cooperatively as part of a team	✓	
Enthusiasm and willingness to learn	✓	
Ability to prioritise workloads, take ownership and responsibility and see projects through to completion	✓	
Key competencies		
Developing, supporting and maintaining data Integrations using the Make.com platform or a willingness to learn this platform	✓	
Working collaboratively with cross-functional teams across different departments (e.g. membership, fundraising, volunteering, marketing, IT, campaigns), to ensure processes are understood and optimised and to deliver success project outcomes	✓	
Using logic and reasoning to assess information and develop a compelling rationale for action.	✓	
Experience		
Experience of using Business Process Automation tools such as Make.com or similar or previous coding experience		✓
Experience of delivering customer support, troubleshooting, fault analysis and resolution in an IT environment	✓	
Experience gained in an IT development and support environment		✓
Creating documentation or written guidelines to support systems and processes.		✓
Experience in charity sector or other membership and fundraising organisation delivering business process automation services		✓
Knowledge and skills		
Extensive practical knowledge of business process automation tools		✓
Knowledge and understanding of APIs	✓	
Knowledge of Agile project management methodologies		✓
Excellent communication, interpersonal and presentation skills (written and verbal, formal and informal, internal and external).	✓	
ICT fault rectification/trouble shooting	✓	
A relevant IT qualification		✓
Knowledge of GDPR and data privacy regulations and best practice.		✓