

MAYFAIR COMMUNITY CENTRE
JOB DESCRIPTION

Mayfair Community Centre aims to improve the quality of life for people in the local community. To enable this, all staff actively promote an open, supportive and welcoming environment for clients, visitors, volunteers and for each other. The values and behaviours which create this, including confidentiality, are essential to all jobs at Mayfair.

1 TITLES

Job Title – *IT Officer*

Reports to – *Central Services Manager*

Location – *Mayfair Community Centre*

Job holder(s) – *TBA*

Author –

Date – *April 2022*

2 JOB PURPOSE

To ensure the effective, secure and compliant delivery of Mayfair information systems and IT services and, in conjunction with other stakeholders identify and developing future IT requirements and systems to improve efficiencies and communications. Provide and coordinate digital skills development opportunities for the community.

3 CURRENT DIMENSIONS

1. Mayfair operates two buildings with broadband, Wi-Fi and Avaya phone systems. Facilities are used by staff, volunteers, room hirers and the public.
2. We operate cloud based systems using google domain, a variety of software packages and a website.
3. Mayfair has 34 staff and over 200 active volunteers with a variety of skill levels. There are a team of 8 IT volunteers.
4. Digital Skills sessions operate with IT volunteers offering one-to-one skills development sessions for members of the public, group sessions and limited home visits.
5. Mayfair provides services in the following sectors: Care Services, Catering, Transport, Serviced premises with a variety of spaces available for hire, Exercise and Art classes.
6. Mayfair generates income a variety of ways; income from charitable activities, grants, contract, donations and fundraising. Our Annual Turnover is CC £500,000.

4 ORGANISATION CHART

see last page

5 PRINCIPAL ACCOUNTABILITIES

- a) Providing an effective and efficient IT support service to the organisation
- b) Overseeing the physical and data security, maintenance and management of the Mayfair's IT systems including all cloud-based services, telephony, networks and end user devices
- c) Taking a lead with the management team on the development of strategy in the areas of Information Management and IT services
- d) Ensuring that IT systems meet data protection requirements, policies are implemented and systems secure.
- e) Keep up-to-date records on systems and process
- f) Take a lead on the planning and development of IT services to improve Mayfair efficiencies and reach. Identifying digital opportunities to enhance current and future activity.
- g) Coordinating a team of volunteers and staff to provide IT support as well as digital skills training
- h) Developing and implementing digital skills programmes in the community.
- i) Overseeing the training of staff on IT and digital packages
- j) Any other duties as required.

6 SPECIAL FEATURES

- a) Qualifications (essential and desirable)
 - a) A relevant IT qualification or experience
 - b) Experience of delivering projects and working to deadlines
 - c) Experience in the use of cloud-based technologies, particularly those from Microsoft and Google
 - d) Knowledge of IT and Data Protection legislation and requirements
 - e) Knowledge of the IT marketplace including hardware, software and networks.
 - f) Ability to work as part of a team
 - g) Excellent interpersonal skills and communication skills
 - h) Experience of supporting and supervising people.
 - i) Experience of working with volunteers would be an advantage.
 - j) Commitment and enthusiasm for the role of digital technology and digital inclusion for the benefit of all in the community.
 - k) Experience of delivering training

- l) Excellent organisation skills.
- m) Commitment to accuracy, high standards and improvement
- n) Willingness to learn.

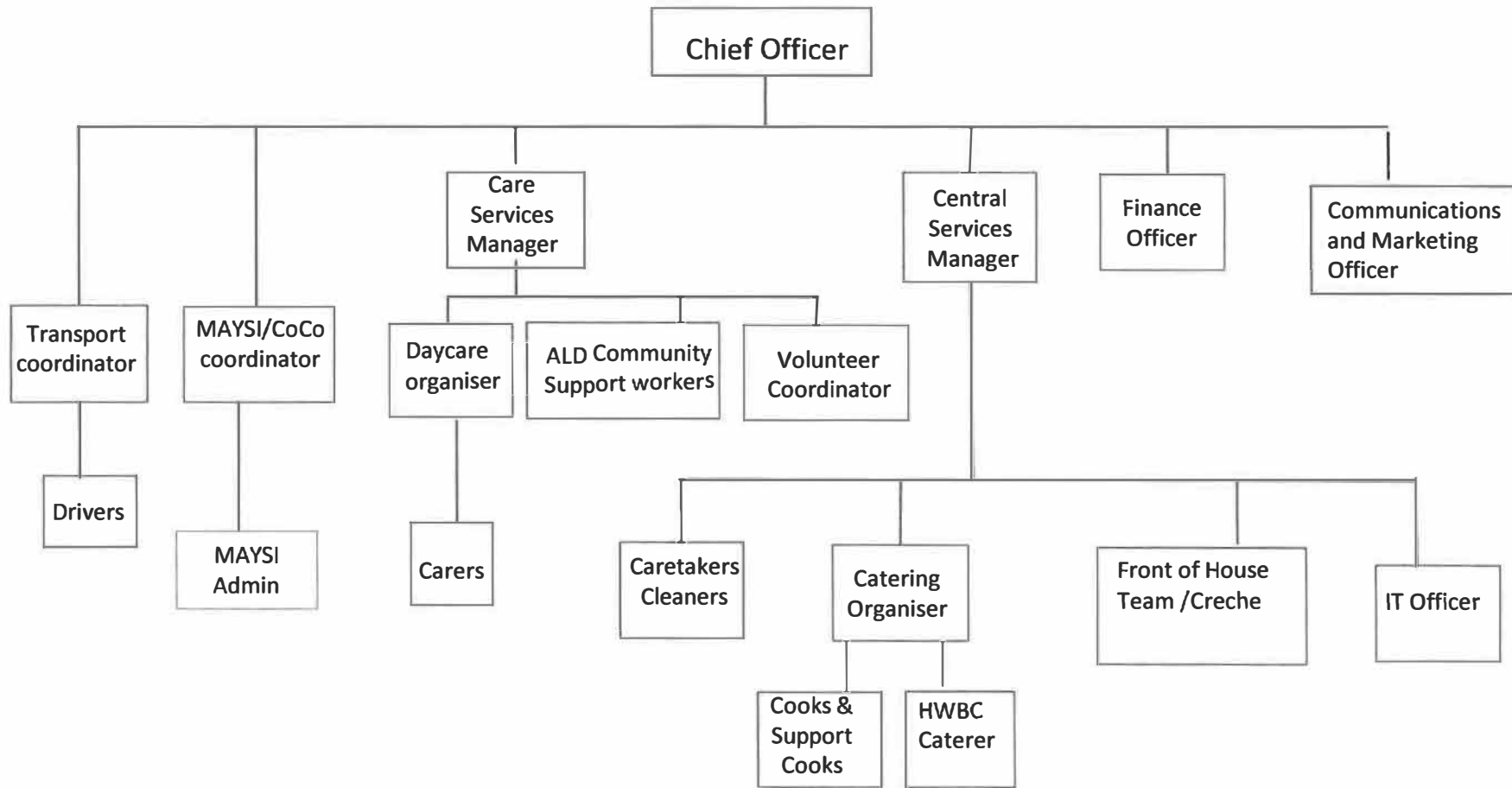
b) Training

c) Working Hours

Between 22.5 - 37.5hours week. Mainly 9-5 weekdays but some out of hours work may be required.

d) Others

- a) 2 year fixed term contract
- b) Some information is sensitive in nature and requires high levels of confidentiality



The Strettons Mayfair Trust
May 2022 ORGANISATION