



St Basils

ICT Technical Support Assistant

Applicant Information Pack

Closing Date: Friday 22nd November 2019

Interview Date: TBC



St Basils
Psychologically
Informed
Environments





Our Mission

St Basils *works* with young people to:

- Enable them to find and keep a home
- Develop their confidence, skills and opportunities
- Prevent youth homelessness

Our Vision

Our vision for all young people is that:

- Homelessness is not part of their experience of growing up
- There are integrated education, employment and housing pathways
- They are able to access the support and development opportunities they need to secure their futures and realise their potential

Our vision for St Basils is that:

- By 2022 we will be the leading provider of accommodation, support and psychologically informed services for young people across the West Midlands.
- Our service developments will include:
 - Increasing our bed spaces outside Birmingham and growing our services in new areas
 - a nationally renowned centre of excellence for young people with complex needs
 - extending our service offer to Care Leavers
 - additional Live and Work schemes for young people engaged in education, training and work
- We will be the national lead for:
 - Psychologically informed consultancy, training and reflective practice services
 - Youth Voice engagement and support

ABOUT US

St Basils works with young people aged 16–25 who are homeless or at risk of homelessness, helping over 5000 young people per year across the West Midlands region with specific services in Birmingham, Sandwell, Solihull, Walsall, Warwickshire, Worcestershire, the Wyre Forest and Coventry.

Every year over 1200 young people are housed in our 33 supported accommodation schemes, which for some young people includes their young children as well. We have a range of prevention, accommodation and support services to help young people regain the stability they need to rebuild their lives, gain skills, training and employment and move on. The aim is to help them successfully break the 'cycle of homelessness' so that they can go on to experience a bright, fulfilling future and never return to a state where they are at risk of homelessness again.

St Basils also works with young people and partners on a national basis (funded separately). We facilitate the National Youth Reference Group and the Youth Homeless Parliament, we are part of the national End Youth Homelessness Alliance and we are working to roll out our 'Positive Pathway' model nationwide.

HERE ARE THE LATEST STATS ON OUR SERVICES:

During April 2017 - March 2018:

4570

young people were provided with advice and support services

89%

prevented from being homeless

1577

were housed by St Basils. 91% moved on in planned positive way

187

young people and their families were supported by our family mediation service which aims to prevent youth homelessness; 82% of those young people were able to return to or remain in the family home as a result

99%

of young people surveyed said they were satisfied with St Basils' Landlord Services

98%

surveyed said they were satisfied with our support services

"You often hear the phrase that Birmingham is Britain's second city but in my view we should be proud of the fact you are Britain's first city when it comes to care for vulnerable homeless young people". "No-one else is doing it as well as St Basils." – HRH The Duke of Cambridge

On behalf of St Basils, may I take this opportunity to thank you for your interest in working with us.

You are looking to join us at a very exciting time in our development - St Basils has grown and developed services in response to ever changing needs and a better understanding of what works. This is a continuing dynamic process and we are the largest organisation of our kind. Our focus is on young people and our first principle is 'young people first', closely followed by 'everybody counts'. Each of us is expected to live up to those and our five other key principles and to make our contribution in delivering and improving our services.



Here at St Basils, we are a multi-talented, diverse team. We are proud of our diversity and are keen to nurture our broad range of skills and talents within a framework of principles, which will inform our judgments. We have expectations and hopes that if you are successful, you will give of your best and commit to continuous improvement for yourself and the agency. In return, we will do our best to provide a fair and developmental working environment.

We want to ensure that if you are successful, you settle into St Basils and your new role as quickly as possible - you will have a specific and important part to play in ensuring that the agency achieves its business goals. You will be joining an organisation with a real opportunity to make a difference to the lives of our young people!

I hope that you find this information pack informative and helpful throughout the application process.

Yours Sincerely,

Mrs Jean Templeton
Chief Executive - St Basils

ABOUT THE ROLE - *ICT Technical Support Assistant*

ICT plays an essential part in the smooth running of St Basils. Our ICT team is responsible for 41 projects located in and around the West Midlands and also our Head Office which is located in Birmingham City Centre.

This position will be responsible for supporting mainly internal users, configuring and maintaining end user devices i.e. Windows PCs, laptops, thin client terminals, phones and mobile phones. The successful applicant will demonstrate a strong customer service ethic, have experience in Administering Windows Servers, Active Directory and Microsoft Office and be willing to gain knowledge in other areas too. Some local travel required.

JOB DESCRIPTION AND PERSON SPECIFICATION - *ICT Technical Support Assistant*

JOB TITLE	ICT Technical Support Assistant
REPORTS TO	Head of ICT
HOURS	37.5 Hours Per Week (Full Time)
SALARY	Scale 5, Point 22 – 25, £19,757 – £21,669, Per Annum, Pro Rata
BASED FROM	Birmingham

PURPOSE OF THE ROLE

To provide effective and efficient support to customers, ensuring requests are dealt with promptly and appropriately. To log calls on the IT Helpdesk, and provide first line support. To gain knowledge of the company's business integrated system QL, and assist in the support of this system.

PRIMARY RESPONSIBILITIES

MAIN DUTIES

Install and maintain hardware, software.

- To deploy PC's and associated peripherals including new installations and redeployment of existing equipment.
- To install and configure operating systems to agreed standard under the direction of the Head of ICT.
- To install and configure software to agreed standards under the direction of the Head of ICT.
- To maintain the existing PC's and peripherals to agreed standards, by performing upgrades, new installations and carrying out routine procedures.
- To undertake any new initiatives at a level appropriate to the responsibility of the post, as designated by the Head of ICT.
- To conform to St Basils' policies, standards and guidelines with respect to information systems.

Support Desk

- To provide technical support to telephone and online requests from users for all PC hardware, software and peripherals.
- To log support calls and document their outcome to facilitate the resolution of common queries.
- To redirect or escalate support requests other members of ICT where solutions are not easily achieved
- To contribute to ensuring that the help desk system/s and software are kept up to date and feedback provided promptly
- To help staff members, volunteers and temporary staff develop their technical and customer service skills and knowledge
- To assist in the compilation of the Support Centre's technical documentation, guidelines and procedures, and ensure they are disseminated to users.

Messaging and Communications

- To maintain Microsoft Active Directory user network access accounts to provide secure and efficient links to email, software, systems and information

	<ul style="list-style-type: none"> • To install and maintain secure routers, firewalls and gateways • To provide printing and scanning across the network • To provide network cable and WiFi installations and maintenance • To provide and ensure security of remote access systems - currently LogMeIn remote desktop. <p><u>Personal and Professional Duties</u></p> <ul style="list-style-type: none"> • To maintain personal and professional development to meet the changing demands of the job, • To participate in training activities and encourage and support the agency' s staff in their development and training. • To undertake such other duties, training and/or hours of work as may be reasonably required, on an occasional basis, and which are consistent with the general level of responsibility of this job. • To uphold Health and Safety standards relevant to the post and/or as detailed in St Basils Health and Safety Policy. • To monitor and provide systems for the strictest confidentiality of all information shared within the organization and to apply the highest standards of personal integrity and confidentiality to oneself whilst working in a privileged position in the organization.
GENERAL	<ul style="list-style-type: none"> • To be responsible for the health, safety and welfare of yourself and others at work. • The post holder must take responsibility for their own self development and ensure that the knowledge and information they use in their job is current and relevant. • St Basils is dependent upon its ability to raise funds in order to sustain and develop its work with young people. Therefore, all employees are expected to support the work of the Fundraising Department and, wherever possible, be involved in Fundraising Events. • St Basils is a Psychologically Informed Environment (PIE). PIE is an approach to supporting people out of homelessness, particularly those that have experienced complex trauma. St Basils provides a programme of PIE training and reflective practice to help staff understand the behaviours of the young people that we work with and help staff to work more creatively and constructively with challenging behaviours. You should actively engage with St Basils PIE programme and all events and activities that you are required to attend. • Any duties deemed necessary by line manager.
ESSENTIAL RECORD KEEPING	<ul style="list-style-type: none"> • Ensure all information relating to services are accurate and up-to-date • Maintain accurate records of progress towards the achievement of agreed goals for service • Follow & promote all policies and procedures at all times
MEDIA	<ul style="list-style-type: none"> • To consult with his/her Line Manager and/or the agency' s PR/Media Officer when likely to be involved in any campaigning issues or before any involvement with the media on matters relating to St Basils.
HEALTH & SAFETY	<ul style="list-style-type: none"> • Ensure that Health & Safety regulations are met and that Fire regulations, risk assessment and behavior management procedures are adhered to at all time

ACTIVELEY CONTRIBUTE TO THE TEAM	<ul style="list-style-type: none"> • Liaise and communicate with other employees and external professionals appropriately to ensure a coordinated approach to programme planning is in place. • Attend and contribute to team meetings • Advise the management team of any concerns, changes or supplementary services needed • Be supportive and respectful to colleagues and management
CONFIDENTIALITY	<ul style="list-style-type: none"> • Confidentiality is of the utmost importance and must be maintained at all times

PERSON SPECIFICATION - *ICT Technical Support Assistant*

Qualifications	Essential	Desirable
GCSE English and Maths - C Grade and above or equivalent	✓	
Educated to Degree level or equivalent		✓
Degree in Computing		✓
IT qualifications (NVQ, ECDL, etc)		✓
MCP or MCSE		✓
Role Experience	Essential	Desirable
Strong interpersonal and communication skills both oral and written	✓	
Strong customer service ethos	✓	
CRM support and administration		✓
VOIP solutions		✓
Blackberry mobile communications		✓
System Build knowledge, including mirrored disks, RAID and administrative tools		✓
Knowledge	Essential	Desirable
Sound applied and theoretical knowledge of Microsoft Operating systems (especially Windows XP and Vista)	✓	
Sound knowledge and in depth user of Microsoft Office 2003	✓	
Local and wide area networking and configuration of switch/router/firewall and TCP/IP technologies	✓	
Windows Server 2003 administration	✓	
Active Directory	✓	
Microsoft Exchange 2003/7	✓	
Backup/Disaster Recovery systems	✓	
Remote gateway applications	✓	
IP based telephony systems	✓	
Anti-Virus and Anti-Spam software admin	✓	
Security administration, file permissions, password enforcement	✓	
Skills	Essential	Desirable
Excellent problem solving skills	✓	
Provision of excellent internal and external customer service	✓	
Proven ability supporting multi-server sites	✓	
Ability to plan and prioritise workload and manage conflicting demands	✓	
Excellent third party management skills	✓	
Understands the importance of confidentiality and to ensure confidentiality is maintained	✓	
Ability to work independently within guidelines	✓	
Excellent attention to detail	✓	
Change “moves and changes” skills	✓	
ICT Project Management skills with ability to deliver desired outcomes on time and within suitable time frames		✓
Understanding of Health and Safety regulations and best practice affecting ICT		✓
Understanding of Data Protection and GDPR requirements		✓

Ability to analyse data and provide recommendations		✓
Motivation	Essential	Desirable
Willingness to learn and develop new skills, open to ideas change	✓	
To have a positive and can do attitude	✓	
Commitment to task and to the ideas of the organisation	✓	
Self-Reliance	✓	
Stress tolerance		✓
Demonstrates a great positive attitude	✓	
Shows consistent integrity, trust and fairness and embraces equality and diversity	✓	
Delivers time after time	✓	
Team player	✓	
Makes a difference every day	✓	
Used good judgement and initiative to find solutions	✓	
Committed to learning and being the best through continual learning and development	✓	
Career ambition		✓

St Basils is dedicated to safeguarding all of our young people, and expects all staff and volunteers to share this dedication. Applicants must be able to undertake a DBS check and provide a satisfactory certificate if offered a role.

CONDITIONS OF EMPLOYMENT

Wherever you are initially based, it must be recognised that the company reserves the right, giving reasonable notice, to re-locate the post holder, dependent on the requirements of the organisation, at any time. All employees MUST abide by the Terms and Conditions as per their contract and Equal Opportunities & Diversity Policy document.

HOURS OF WORK / LUNCH BREAK:	37.5 hours per week, which excludes half hour for lunch. Evening / weekend work is required and will be compensated with time off in Lieu in negotiation with Line Manager.
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HOLIDAYS:	28 days per annum, plus 8 Statutory Bank holidays per annum, pro rata
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