

JOB DESCRIPTION

Diocesan Objectives

Canterbury Diocese is committed to 3 key overriding objectives of

- *Growth both spiritual and numerical;*
- *Reimagining ministry and*
- *Building strategic partnerships with our communities*

The diocesan structure is built around frameworks which focus on these key objectives and our strategic priorities are set for this purpose. Through our structural frameworks our vision and purpose for our diocesan officers is to offer support, advice and exceptional service to all those who work and worship in the parishes and Deaneries of the Diocese enabling them to serve God through their witness to the good news of Jesus Christ

Name	
Job Title	IT Assistant
Grade	Grade 4 £10, 938 per annum (based on a full time salary of £19, 141 per annum)
Hours	Part Time, 20hrs / week. Working pattern to be agreed.
Contract	Temporary contract to cover maternity leave which is expected to last for 9 months. There may be an opportunity for extension.
Department	Communications & IT
Framework	Resource Management and Compliance
Reports to	Martin Knight, IT Projects & Support Manager

Job Summary

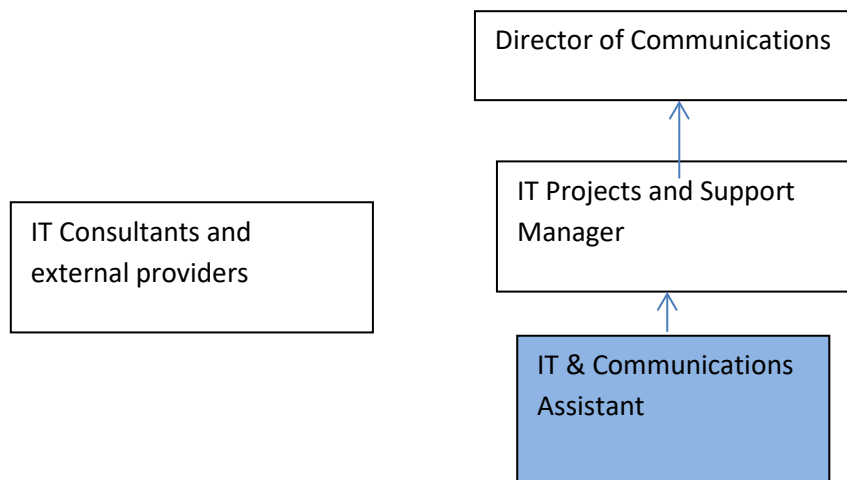
To assist with the smooth running of the IT services, providing IT and associated support for staff of the Diocese including Office applications, National Church and in-house systems.

Job Location

Main: Diocesan House

Other: Some work in other locations will be required periodically.

Structure Chart



Main Duties

- To assist the IT Projects and Support Manager in providing IT and associated support via a ticketing system for Office applications, National Church and in-house systems to Diocesan House and outpost staff.
- To support at key diocesan events such as synods, council meetings, training events and diocesan elections by providing administrative support and IT/AV support.
- To assist the IT Projects and Support Manager in developing and improving the IT systems and support services and helping users make the most of their applications.
- To assist the IT Projects and Support Manager with keeping the databases up to date, collecting data, running queries and systems administration.
- To maintain records and data, including collection of parish officer data to ensure GDPR compliance.
- To prepare, maintain and deploy IT equipment, assisting with purchasing equipment, housekeeping and upgrades in liaison with the IT Computer User Group.
- Under the direction of the Communications Director, manage and update the website including responding to requests from colleagues for information to be published on the website.

Contact with others

Internal:

- IT Projects & Support Manager
- Director of Communications
- Officers and Administrators from all departments at Diocesan House, the Bishop's Office and Archdeacons' offices
- 'Outpost' staff, such as Ignite Enablers

External

- Parish officers
- Clergy
- Venue staff for events
- Specialist contractors
- Print companies and other external service providers

Person Specification

Qualifications/Education required	<ul style="list-style-type: none"> • 5 GCSEs grades A-C • 3 A levels grades A-E
Skills required	<ul style="list-style-type: none"> • Very good knowledge of Microsoft Office • Good 'customer services' manner • Numeracy
Experience required	<ul style="list-style-type: none"> • Fixing simple IT issues and configuring new profiles • Updating and maintaining databases
Aptitudes & personal qualities required	<ul style="list-style-type: none"> • Patience to explain solutions to staff • Positive attitude and use of initiative towards problem solving • Friendly and can do telephone manner • Ability to prioritise and manage own work • Willingness to undertake varied range of IT related tasks
Circumstances	<ul style="list-style-type: none"> • Ability to travel across the Diocese assisting with good IT service provision at all Diocesan locations • Provide AV support at Diocesan events (which may be on some evenings and weekends)



Agreed by job holder	
Date	
Authorised by	
Date	
Review date	

The main duties and responsibilities of your post are outlined in this job description. This list is not exhaustive and is intended to reflect your main tasks and areas of work. Changes may occur over time and you will be expected to agree any reasonable changes to your job description that are commensurate with your salary and in line with the general nature of your post. You will be consulted about any changes to your job description before these are implemented.