

| Technology, Workplace, and Business Support Officer | |
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| Department: HR | Reports to: HR |
| Why | <p>Main Purpose of the Job.</p> <ul style="list-style-type: none"> To provide an effective and efficient facilities and business support service that provides essential support to a large and evolving workforce. To provide project management and administrative support to enable the smooth running of general business support functions of the organisation including intranet, server management and systems. <p>Two key areas:</p> <ol style="list-style-type: none"> Facilities/Health & Safety Management: Overseeing offices operations, ensuring compliance with Health and Safety standards, and managing facilities effectively. IT Support: Providing first-line technical support, troubleshooting basic uncomplicated IT issues, and maintaining digital tools and asset registers. |
| What | <p>Key Accountabilities:</p> <p>Technology Equipment and Support:</p> <ul style="list-style-type: none"> Technology Equipment Issuance and Support: Issue laptops, mobile phones, and other devices to new starters and existing staff. While not responsible for full configuration, provide assistance with general setup and ensure devices are connected to necessary systems. Digital Strategy Contribution: Support the development and implementation of Outward’s Digital Improvement strategy by contributing insights and feedback from frontline IT interactions. First-Line Technology Support: Offer basic troubleshooting for hardware, software, and connectivity issues, liaising with the IT department for complex problems, such as login or configuration issues. Equipment Tracking and Maintenance: Maintain an up-to-date IT asset register for all devices, including laptops, mobile phones, and related equipment across Outward locations. Phone and Mobile Management: Collaborate with the IT department to manage phone contracts, including satellite office contracts. Oversee mobile phone accounts, produce usage reports, and ensure the telephone systems are operational and fit for purpose. <p>Health & Safety Compliance:</p> <ul style="list-style-type: none"> Office Inspections and Audits: Conduct regular inspections and audits of office spaces (Wood Street, Lilian Karpin House), ensuring Health and Safety compliance in line with H&S requirements. Emergency and Safety Procedures: Ensure that emergency procedures and safe working practices are implemented correctly within office settings. Confidential Waste Management: Oversee the collection, management, and secure disposal of confidential waste, ensuring records are achieved properly. <p>Facilities and Fleet Management:</p> <ul style="list-style-type: none"> General Enquiries: Act as the lead contact for responding to general organisational enquiries by phone or email. Vehicle and Fleet Management: Oversee the Outward vehicle fleet, ensuring compliance with insurance requirements and maintaining central records for work-related driving. Parking and Building Liaison: Manage parking arrangements and serve as the primary liaison with Newlon regarding building Service Level Agreements (SLAs). Office Support Systems: Assist in reviewing and improving office management and communication systems to enhance efficiency. <p>Additional Responsibilities:</p> <ul style="list-style-type: none"> Supplies Management: Oversee the distribution of PPE to staff if required and act as Group Administrator for the Amazon business account. Mail and Post Management: Manage incoming and outgoing post distribution within the company. |

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| Context | Environment: <ul style="list-style-type: none"> Working across a number of offices and a broad geographical area. Office hours (Evening and weekends as required) |
| | Scope: <ul style="list-style-type: none"> Working alongside HR, Housing, Finance and IT departments you will be responsible for the maintenance, upkeep and presentation of our offices across a number of sites Lead liaison officer for facilities and business support within the Newlon Group |
| Person Specification (E- Essential, D – Desirable) | Qualifications: <ul style="list-style-type: none"> Educated to A-Level standard or equivalent (E) IT or digital support-related qualification (D) Health and Safety awareness training or qualification (D) Experience: <ul style="list-style-type: none"> Proven experience in a role involving IT support, including issuing equipment and providing basic troubleshooting (E) Experience with maintaining and updating Technology/ Digital systems, such as asset registers or shared networks (E) Demonstrable knowledge of facilities management within an office environment (E) Experience managing contracts and supplier relationships (D) Skills and Knowledge: <ul style="list-style-type: none"> Excellent grasp of IT applications and systems, including Microsoft Office and common troubleshooting tools (E) Ability to assist colleagues with basic IT/digital queries, including equipment setup and connectivity issues (E) Strong organisational and planning skills, with a proven ability to prioritise workload and meet deadlines (E) Knowledge of Health and Safety compliance and risk management (D) Understanding of digital improvement strategies and IT systems support (D) Personal Attributes: <ul style="list-style-type: none"> Commitment to Outward’s values of engaging, enabling, and empowering people (E) A proactive and solution-focused mind-set, with the ability to take initiative and adapt to change (E) Strong attention to detail and accuracy in maintaining records and documentation (E) Excellent communication and interpersonal skills, with the ability to explain IT concepts in simple terms (E) Other Requirements: <ul style="list-style-type: none"> Willingness to travel across multiple sites and work flexible hours as needed (E) Understanding of safeguarding responsibilities and commitment to promoting the welfare of vulnerable adults (D) Good experience of compliance and risk management, including knowledge of Health and Safety requirements within an similar role or office environment (D) |
| | Salary: £32,015 pa Date JD reviewed: Nov 2024 |
| Our values | |
| Engaging <i>We listen to what people say, we involve people, we are honest and open</i> | We act responsibly We appreciate and respect individuals We are welcoming and inclusive |
| Enabling <i>We facilitate, we assist and we support to make things happen</i> | We are committed, passionate and hard working We support people to make informed choices We build upon excellence |
| Empowering <i>We inspire and we encourage, supporting people to take control</i> | We are flexible and creative We learn, question, challenge and reflect |
| Safeguarding statement | |



Outward is committed to safeguarding and promoting the welfare of adults with a learning disability and other people we support who may be deemed vulnerable. Outward expects all staff to share this commitment. If the post you apply for involves working with or having access to adults at risk and/or their records, we will require an Enhanced Disclosure from the Disclosure and Barring Services for successful candidates.

Disability Confident

As an employer, who aspire to become Disability Confident Committed, we aim to ensure that a fair and proportionate number of disabled applicants that meet the minimum criteria for this position will be offered an interview. Please indicate clearly at the beginning of your supporting statement if you have a disability (as defined by the Equality Act 2010), and you wish to be considered for an Offer Of an Interview (OOI). Please note that the OOI is available to disabled candidates only. Regrettably, any false declaration of disability in order to secure an interview will impact on your overall application.