

# ICT ADMINISTRATOR

**Salary: £23,561 - £27,840 Pro-rata** (depending on experience and skills)

**Contract: permanent, part-time, 30 hours per week**

**Location: Hackthorpe, near Penrith, Cumbria**

**Hybrid: flexible, 2 office days per week**

## About us

We are a charity that inspires young people to achieve more than they ever thought possible, so they become strong, resilient, and curious, ready for the challenges of life.

Using learning and adventures in the wild from our six centres across the UK, we partner with schools, colleges and employers to deliver life-enhancing programmes to over 25,000 young people a year, teaching them the most important lesson they could ever learn: *to believe in themselves*.

We also fundraise over £5m a year so financial need never stands in the way of attendance. Our goal is to empower all young people to succeed – for themselves, their communities and society.

## Job description

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The ICT Administrator is a part-time role based at our Head Office, on the edge of the Lake District. It is a busy and varied role where you will be joining the team at a crucial time for our charity as we take steps to modernise. Outward Bound is currently undergoing a period of transformation of its digital systems, replacing legacy systems with Microsoft 365 and Dynamics 365 based solutions. This is an exciting time to join our team where no two days are the same. You will be an integral member of the team and work with many other colleagues and stakeholders across the organisation.

This is a great opportunity for you to continue your ICT career in a supportive and experienced team where ideas are welcomed, and development is prioritised. You need to bring excellent administrative and organisational skills, a high level of proactive 'common sense' and a flexible, tolerant approach. A broad knowledge of ICT systems at a technical level is also required, along with a desire to learn new skills to suit the needs of the Trust as we continue our journey.

Working within our small, friendly ICT team and reporting to the Head of ICT, you'll be responsible for general administrative tasks including processing invoices, managing the asset list for our computer and mobile phone estates, supporting your colleagues across the Trust and becoming the primary contact for external suppliers of technical services. There will also be an element of user account creation and triage of IT support requests from our colleagues.

There is opportunity to make a significant difference to the ICT Team and thus the important work of The Trust as you will be empowered and encouraged to make decisions and improve processes to aid efficiency or simplify the day-to-day.

## Person specification

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### Essential

- Experience of supporting Microsoft Office (Teams, Outlook, Excel, Word etc.)
- Experience of working in an office with excellent administrative skills.
- An understanding of technical concepts around networking, identity management and cloud storage.
- The appetite to develop and grow your existing skillsets, particularly learning specific skills within the Microsoft 365, Azure & Dynamics 365 environments as required.
- A highly proactive, organised and enthusiastic individual with the ability to work accurately in a fast-paced environment.
- Excellent planning skills and motivated to prioritise and manage a busy and varied workload.
- Exceptional accuracy and methodical in approach, with strong written and verbal communication skills.
- A friendly 'can-do' attitude; able to work both independently and effectively in a small team.

### Desirable

- Previous experience of working with and administering Microsoft 365 & Dynamics 365 environments (though a willingness to learn is essential)
- Experience of establishing and maintaining relationships with third party providers

## If we offer you the job

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There is a three-month probationary period from your start date. During this time, we would like the successful applicant to spend the majority of their time in the office.

We will ask 2 people who know you well, either professionally or personally, to provide character references.

The post holder will also be required to undertake an enhanced disclosure under the Disclosure and Barring Service.

## Salary and benefits

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Starting salary £23,561 – £27,840 (dependent on relevant skills experience) pro-rata

- Annual leave of 24 days (pro-rata), plus bank holidays (rising by a day a year to 30 days (pro-rata) plus bank holidays).
- Life Assurance: 3 x salary, covered from start date; includes Employee Assistance helpline.
- 8 weeks' sick pay at full salary in any 12 months.
- Long-term Disability Insurance: 2/3 salary less state incapacity benefit after 6 months' absence for up to 5 years, covered from start date.
- Personal Accident Insurance while at work or commuting.
- Cash plan healthcare (currently Medicash) on application after completion of probation.



- Pension Scheme (currently Standard Life): Auto-enrolment after three months.
- Berghaus uniform items provided. Also, opportunity to purchase Berghaus products at discount.
- Discounted course fees for family members.
- Cycle to work scheme.

## How to apply

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If you would like to hear more about the role or have any questions, please get in touch with [richard.nelson@outwardbound.org.uk](mailto:richard.nelson@outwardbound.org.uk).

When you are ready to apply, please send a CV and covering letter briefly explaining how your skills and experience would make you ideal for this role to [richard.nelson@outwardbound.org.uk](mailto:richard.nelson@outwardbound.org.uk) by midnight on Sunday 4th of June 2023, though if we have a strong response, we may close the application process early.