

# RECRUITMENT PACK

IT SUPPORT ENGINEER

# CONTENTS

<b>Job description</b> .....	<b>3</b>
Key information.....	4
About the role.....	4
Responsibilities.....	5
Person specification.....	6
Hybrid Working Policy.....	7
Position in the team.....	8
<b>Your application</b> .....	<b>9</b>
Key dates.....	10
Application process.....	10
Completing your application.....	11
Diversity and inclusion.....	12
Requirements for working at Battersea.....	13
Data protection.....	13

# JOB DESCRIPTION



# KEY INFORMATION



## Job Title and Code

IT Support Engineer (BDCH6206)



## Department/Team

Infrastructure Services



## Location

Based in Battersea London, with visits to Brands Hatch and Old Windsor sites on a rota basis



## Salary & Grade

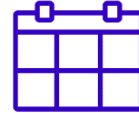
£31,400 per annum  
Grade D



## Hours

35 hours per week including some weekends and bank holidays (Shift work covering 8am-5pm)

We're always happy to discuss flexible working, part time hours and job share arrangements



## Duration

1-year fixed term contract

# ABOUT THE ROLE

This role will provide 2nd line support to resolve IT issues that include the installation and maintenance of IT hardware, software and administering users via Active Directory and Azure services in a 7 day a week environment. To work on some 2nd and 3rd line projects that will periodically come up. Safeguard and educate users so systems and data remain secure and safe.

## Overall Objectives

- To ensure all systems are maintained and updated appropriately
- To ensure all staff have up to date systems and desktops through the provision of high standard of IT support.
- Administer user accounts with Active Directory, 365 portals and SSO
- Ensure all IT requests are followed through to completion in a timely manner
- Ensure that staff are kept up to date with any IT issues
- Ensure project work is managed alongside BAU work

# RESPONSIBILITIES

	Estimated % time
Provide 2nd and 3 <sup>rd</sup> level onsite\offsite support on IT Issues across all sites	40%
Ensure the helpdesk system is accurate and up to date	15%
Responsible for the installation of hardware, software and upgrades on all IT equipment across all sites.	10%
Support the IT department in Projects and Planning e.g. new installs, office moves or major updates	10%
Update documentation, processes and procedures as required.	10%
Perform data and file restores from backup solution as necessary	5%
Ensures licensing for all software purchased is recorded and maintained	<5%
Ensure hardware and software is supplied and sourced appropriately	<5%

# PERSON SPECIFICATION

## ESSENTIAL

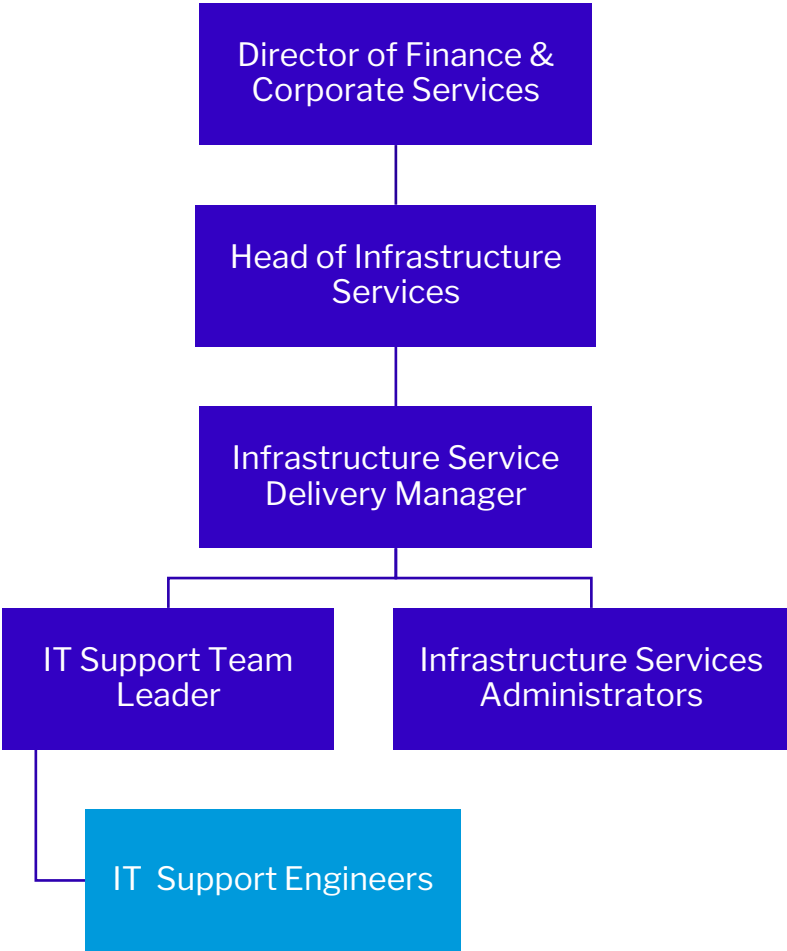
- Experience of windows platforms including network printers, telephone systems, hardware.
- Detailed knowledge of Windows 10, Office 365, network printer, remote desktop applications (RDP), LAN architecture and the hardware / software utilised on them including network printing.
- Detailed knowledge of MS Teams and SharePoint site administration.
- Passion to further develop skills in 365, SharePoint and Azure administration.
- Practical experience of working with the following:
  - Imaging software (i.e. WDS, Auto Pilot and Intune)
  - Providing Desktop Support to multi office organisation.
  - Teams Phone systems
  - Antivirus tools – Defender and Security Centre
  - Active Directory
  - Powershell
  - Knowledge of a variety of common internet applications
  - AV Equipment and providing meeting room support
- Experience of resolving issues through utilising both practical ability and strong analytical skills.
- Experience of delivering high quality work with minimum of supervision.
- A flexible approach to managing and prioritising a high workload and multiple tasks.
- Experience of working constructively and collaboratively with colleagues from different teams.
- Experience of keeping up to date with and applying best practice in your role.
- Experience of positively embracing and adapting to change.
- Experience of suggesting and taking the initiative about new ways of working that have been successfully implemented.
- Experience of communicating clearly, with the ability to adapt your communication style for non-IT Staff.



# HYBRID WORKING POLICY

We operate a hybrid working policy, with our office-based staff splitting their time between site based and home working. We believe this enables our office-based staff to maintain the benefits of home working, while allowing for collaboration and interaction with our animal-facing staff and maintaining a connection to our cause. As such, you'll be expected to work in our Battersea office for at least 50% of your working week.

# POSITION IN THE TEAM





# **YOUR APPLICATION**



# KEY DATES



## Closing Date

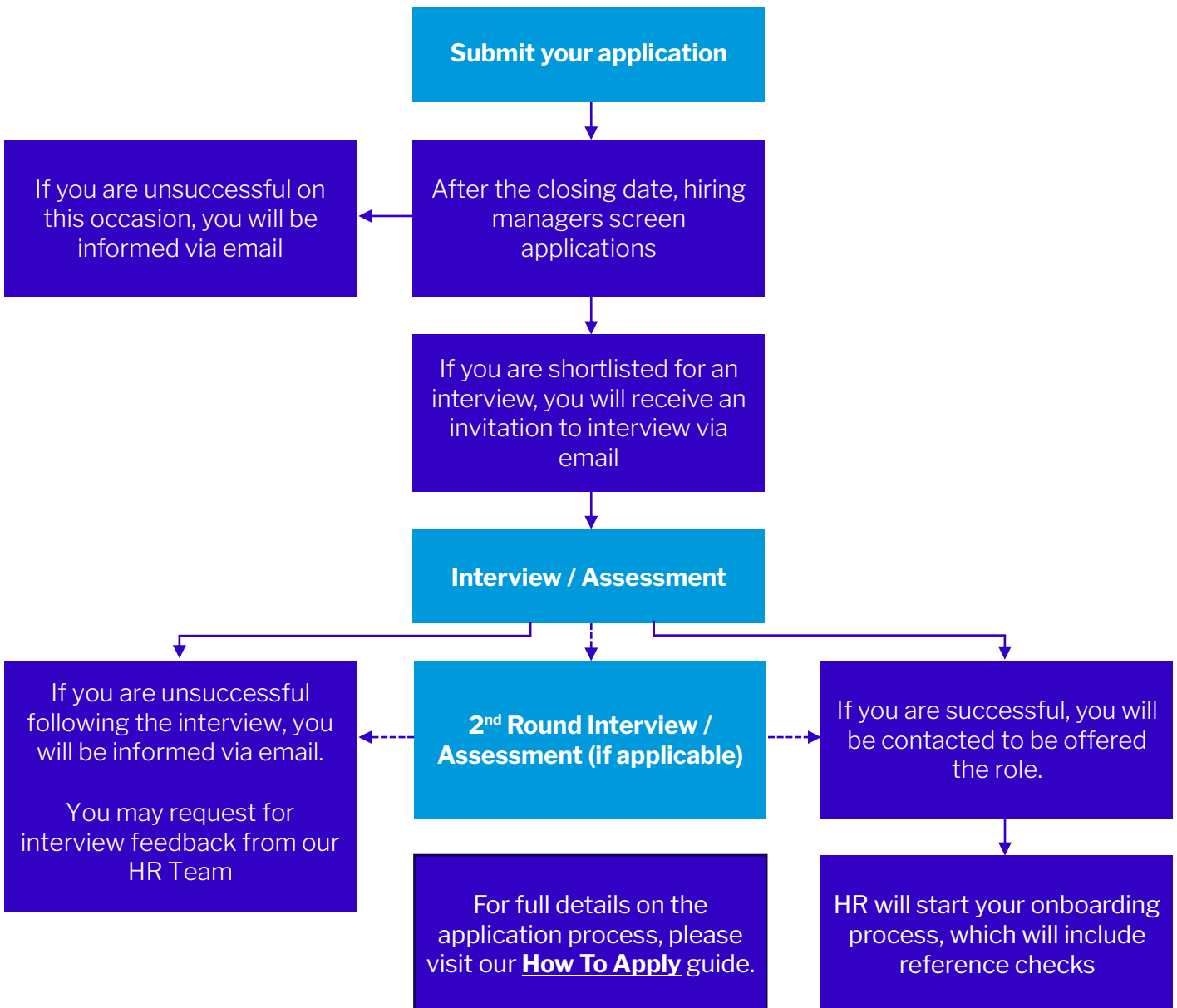
12<sup>th</sup> January 2025



## Interview Date

From 15<sup>th</sup> January 2025

# APPLICATION PROCESS





# COMPLETING YOUR APPLICATION

The information below is provided to support you with completing your application.

- Our application forms will ask you for:
- Employment History
- Educational History (which is non-mandatory)
- Either a supporting statement of no more than 1000 words; or
- Responses to short-answer questions.

The statement and short-answer responses are a very important part of your application. This is your opportunity to showcase your knowledge, skills and experience, and how this relates directly to the person specification for the role.

Please provide specific examples where possible and demonstrate your key achievements. You might also consider referencing Battersea's key values in your application (for more on these values, please see the Life at Battersea document).

Once your application is complete, we encourage you to provide your diversity monitoring information. Whilst this is entirely voluntary, completing this information will form part of an anonymised data set to help us understand, measure and take action to ensure our processes are inclusive. Your information will remain confidential, be held in line with GDPR requirements and will not be used to determine whether you are shortlisted for any role (s) you apply for.



# DIVERSITY AND INCLUSION

## OUR COMMITMENT

We are committed to providing a welcoming and inclusive experience for all staff, volunteers and trustees and those hoping to join us. We operate an anonymised shortlisting process and actively seek to ensure our process is fair and equitable for all.

We understand the value of diverse voices, perspectives, and experiences to help us deliver even more for our dogs and cats, and we welcome applicants from all sections of the community.

## WORKPLACE ADJUSTMENTS

As a Disability Confident Committed Employer, we will also ask about any adjustments you may need at the application and/or interview stage. And, if you are offered a role with us, we'll talk to you about any workplace adjustments you may need to help you perform at your best. If you would like to talk more about this, please contact 020 3887 8341 or email [jobs@battersea.org.uk](mailto:jobs@battersea.org.uk)

# REQUIREMENTS FOR WORKING AT BATTERSEA

Please note that all offers of employment require:

- References deemed satisfactory by Battersea
- Proof of eligibility to work in the UK. For details on which documents can be used to certify your right to work, please refer to [Prove Your Right to Work](#)

## DATA PROTECTION

The information you provide in your application will be used by Battersea Dogs and Cats Home to assess your suitability for the role you have applied for.

Any special category information (such as information relating to ethnicity or sexual orientation) you choose to provide will only be used by Battersea to monitor and report on diversity and equality of opportunities. The provision of this information is entirely voluntary and will not be used in determining whether you are shortlisted for the role you have applied for.

Further information about how we protect and use your personal data is set out in our [Job Applicant Privacy Notice](#) or contact our Data Protection office at [DataProtection@battersea.org.uk](mailto:DataProtection@battersea.org.uk)



# BATTERSEA

HERE FOR EVERY DOG AND CAT

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**BATTERSEA DOGS & CATS HOME**

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Battersea is a charity registered in England and  
Wales (206394)

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Patron HRH The Duchess of Cornwall GCV  
President HRH Prince Michael of Kent GCV

