

## JOB DESCRIPTION

<b>Job Title:</b>	ICT Support Assistant
<b>Reports to:</b>	Chief Information Officer
<b>Location:</b>	Letchworth Garden City
<b>Hours:</b>	37.5 hours per week

---

### Job Summary

You will play a key role in supporting our IT systems and users, ensuring that technology runs smoothly across our organisation. This position is ideal for someone passionate about IT, eager to learn, and motivated to contribute to a meaningful cause.

### Main Duties and Responsibilities

#### IT Support and Troubleshooting

- Provide first-line IT support to staff and volunteers across the organisation.
- Diagnose and resolve hardware, software, and network issues promptly.
- Escalate complex issues to the Chief Information Officer or external support providers when necessary.

#### Maintenance and Administration

- Assist with the installation, configuration, and maintenance of IT equipment, including PCs, laptops, printers, and mobile devices.
- Perform routine updates for operating systems, software, and security tools.
- Manage user accounts and permissions, ensuring compliance with organisational policies.

#### Assets and Equipment Register

- Maintain and update the IT assets and equipment register, ensuring accurate records of hardware, software, and licences.
- Track the allocation and status of IT equipment across the organisation.
- Assist in auditing IT assets and ensuring proper disposal of obsolete equipment in line with policies.

#### Network and Security

- Support the maintenance of network infrastructure, including switches, routers, and Wi-Fi systems.
- Help implement cybersecurity measures, including antivirus updates and vulnerability checks.
- Monitor and report on IT system performance and security incidents.

#### Training and Documentation

- Provide basic IT training to staff and volunteers as needed.
- Create and maintain clear documentation for IT processes and user guides.

#### Project Support

- Assist with IT-related projects, such as system upgrades, migrations, and new software implementations.
- Collaborate with team members to identify opportunities for improving IT services.

## **Confidentiality**

The contractual relationship between the Hospice and its employees is founded on trust. Employees will treat as confidential all information regarding the business of the Hospice, information with regard to and agreements with suppliers, and information gained about other employees and consultants.

## **General**

This job description is not an exhaustive list of duties but it is intended to give a general identification of the range of work undertaken and will vary in detail in the light of changing demands and priorities within the Department. Substantive changes in the range of work undertaken will be carried out in consultation with the job holder.

## **Health and Safety**

- Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for employees and visitors.
- Ensure familiarity with procedures for dealing with incidents such as accidents or fire
- Attend fire lectures annually and take part in maintaining fire safety within the building
- To ensure that all events are appropriately risk assessed for the safety of participants, staff, volunteers and the general public
- Ensure risk assessments are completed efficiently for all activities related to this role.

## **Purpose and core values**

All Hospice staff are expected to work in line with Garden House Hospice Care Purpose and Core Values as these act as a value base which directly influences how all work activities are undertaken. The ethos of the Hospice should be apparent in the behaviours and attitudes of all employees as the work they undertake, whether it is direct or indirect care, is ultimately for the benefit of patients. The Purpose and Core Values are an integral part of all job descriptions, recruitment, the probationary period and performance and development reviews.

### ***Caring and compassion***

We will care with compassion, communicate with honesty and sensitivity, facilitate understanding and choice and ensure both respect and dignity.

### ***Accountability***

We will dedicate ourselves to safeguard and support our patients, their families, our volunteers and our staff by working to the highest professional and ethical standards.

### ***Respect***

We will respect all regardless of their ability, age, gender, race or sexual orientation and we will not tolerate prejudice of any kind.

### ***Excellence***

We will remain committed to continual learning and development to ensure we deliver excellence in all that we do.

## **General duties**

- To always comply with the requirements of the Health & Safety regulations under the Health & Safety at Work Act (1974) and to take responsibility for the health and safety and welfare of

others in the working environment ensuring that agreed safety procedures are carried out to maintain a safe environment.

- To always comply with the Hospice Information security policy. Also, to respect confidentiality of information about staff, patients and health service business and in particular the confidentiality of electronically stored personal data in line with the Data Protection Act.
- It is the responsibility of all Hospice employees to fully comply with the safeguarding policies and procedures of the Hospice. As a Garden House Hospice Care employee, you must ensure that you understand your role in protecting adults and children that may be at risk of abuse. Individuals must ensure compliance with their safeguarding training.
- The Hospice is committed to a policy of equal opportunities. A copy of our policy is available from the Human Resources department.
- The Hospice operates a no-smoking policy.
- The role description gives a general outline of the duties of the post and is not intended to be an inflexible or finite list of tasks. It may be varied, from time to time, after consultation with the post holder.
- All appointments are subject to pre-employment health screening.
- It is the responsibility of all employees to ensure that they comply with the Hospice Infection control practises, as outlined in the Health Act 2008 and staff must be familiar with the policies in the Organisation's infection control manual, this includes Infection Prevention and Control Adult Hospice Policies and Safe Practice Guidance.
- All staff are required to implement infection control policies and practices, including hand hygiene, waste disposal, staff uniform and occupational health responsibilities, as detailed in the Hospice Policies.
- It is the responsibility of all staff to ensure that they have evidence of annual/or otherwise infection control training as appropriate.

NB. The role description is a reflection of the current position and may change emphasis or detail in the light of subsequent developments, in consultation with the post holder.

**"team" refers to all members of staff including volunteers**

**Garden House Hospice Care is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.**

## PERSON SPECIFICATION

Criteria	Essential	Desirable
<b>Skills &amp; Experience</b>	<ul style="list-style-type: none"> <li>• A strong interest in IT and technology, with basic technical knowledge of hardware and software systems.</li> <li>• Experience providing IT support or a relevant IT qualification (e.g., CompTIA A+, Level 2/3 ICT).</li> <li>• Familiarity with Microsoft 365 applications and Windows operating systems.</li> <li>• Excellent problem-solving and communication skills, with the ability to explain technical concepts to non-technical users.</li> <li>• Organised, detail-oriented, and capable of managing multiple tasks effectively.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of networking principles and basic troubleshooting.</li> <li>• Experience in a charity, healthcare, or similar organisation.</li> <li>• Awareness of GDPR and best practices in IT security.</li> </ul>

Shortlisting for all positions will be undertaken on the basis of applicants meeting the requirements listed above. Please note that in order to be offered an interview, the applicant must meet all the essential requirements for the post.