



# Senior IT Support Officer

Candidate pack



# Hello from our leadership team!

4.3 million children are growing up in poverty right now across the UK, and that number is only set to rise.

Are you passionate about leveraging technology to empower our coaches to achieve better results? Are you a highly skilled IT professional with a proven track record of providing top-notch support and driving technological advancements? If so, we have an exciting opportunity for you to showcase your expertise as a Senior IT Support Officer.

At Greenhouse Sports we believe that technology plays a pivotal role in shaping the future. We are dedicated to providing exceptional IT support services and innovative solutions to help our users thrive in an increasingly digital world. As a Senior IT Support Officer, you will be at the forefront of our mission to deliver unparalleled technical support and drive continuous improvement in our IT infrastructure.

If the answer is yes, then our Senior IT Support Officer role could be for you.

There are many reasons why the work Greenhouse Sports does is important. We support young people impacted by poverty because the crisis for them is real and urgent. They are at greater risk of leaving school with no qualifications, face poorer job prospects and are more likely to develop poor mental health. Every child should have a fair chance to succeed and our work improves their health, happiness and future prospects through sports coaching and mentoring they wouldn't otherwise have access to.

We're a medium sized charity but our work and impact is far-reaching and we think big! For everyone employed at Greenhouse Sports, it's more than just a job. From our coaches on the front-line, to our office team – we all truly want the same thing: to make a positive difference to the lives of young people.

We are focused and professional in meeting goals and targets, but know that it is important everyone maintains a healthy work-life balance and feels well looked after. Last year, our annual staff survey showed that 87% of staff think Greenhouse is a great place to work and 94% see a direct link between the work they do and our broader goals.

If this sounds like something you want to be part of I hope you will consider joining the Greenhouse family.



*Hannah Forster, Director of Finance & IT*



# The important stuff

## benefits of working here

- A flexible approach with a mix of home and office working, depending on your role.
- 20 days' paid holiday, increasing by 1 day a year up to 25 days. Paid bank and public holidays on top.
- Each year we close for 2 weeks over Christmas meaning you'll get another 7 days paid holiday each year to take over the festive period.
- Automatic enrolment onto a health insurance plan with Westfield Health, where you can claim money back on things like physiotherapy, eye tests and dental work, and access counselling and GP services.
- Annual personal wellbeing budget to spend at BetterSpace, a wellbeing app that provides resources to assist with a proactive approach to a healthy wellbeing.
- 10 fully paid sick days.
- Enhanced maternity pay after 2 years' service.
- We want to know how you would like your career to develop with us. 40% of our team have been with us over 4 years and we have a strong culture of internal promotion alongside internal management training opportunities and support for external CPD suitable to your role and ambitions.
- No long-hours culture. We value the quality and efficiency of your work – not the length of time you put in.
- Centrally located (a stone's throw from Marylebone and Baker Street), at our community centre and HQ – with a wide range of shops, cafes and bars right on the door step – and where you will be directly getting to know the local community that Greenhouse work closely with.



# Job description

**Job Title: Senior IT Support Officer**

**Salary: £32k - £37k**

**Department: IT (Business Support)**

**Responsible to: Head of IT**

**Duration: Permanent, 37.5 hours a week**

**Location: Marylebone, London (Flexible with a mix of home and office working )**

## **About Greenhouse Sports**

Established in 2002, Greenhouse Sports charity is leading the fight for a future where young people are supported and empowered, whatever their challenges, through sport.

Our magic is the Greenhouse coach, sports coach, trained mentor and role-model combined. Over the last 2 decades these coaches have worked with more than 50,000 secondary school children in London to help them fulfil their potential.

Partnerships with trusted higher education institutions such as Bath, Loughborough and UCL have allowed us to develop robust ways of shaping our services and capturing the impact of the difference we make. In the last year alone (21/22) Greenhouse participants demonstrated higher levels of mental wellbeing and physical activity than the national average benchmarks.

In 2020 we expanded our delivery beyond London for the first time, and we launched a programme of work to support children earlier in their lives at primary school. This expansion of services is critical to meeting the needs of young people growing up in poverty today, and we are committed to continuing to expand these services in the years to come.

## **Purpose of the role**

We operate a Microsoft network infrastructure running Windows 11 clients and tenants on Office365. We support 120 Apple iPhones, 75 MS Surface devices and 50 Laptops via MS Endpoint Manager. We also use the entire MS office 365 suite utilising services like email, SharePoint, and Teams. We use VMWare to manage our Windows Server guest operating systems. Our server infrastructure is split across both on premise and in the cloud and we use MS Azure to manage our workloads in the cloud.

Reporting to the Head of IT, as the Senior IT Support Officer you will enhance our future service desk and adopt and improve end-user support. The helpdesk strives to set the standard of behaviour for staff engagement, playing a key staff advocacy role to develop and deliver services that support end user needs. This is a hands-on role, which will require you to efficiently investigate and resolve incidents and requests as well as manage and maintain Greenhouse's core IT Infrastructure. As the Senior member of the support team you will be responsible for providing technical support to all Greenhouse staff and volunteers as well as train, and develop junior members of staff.

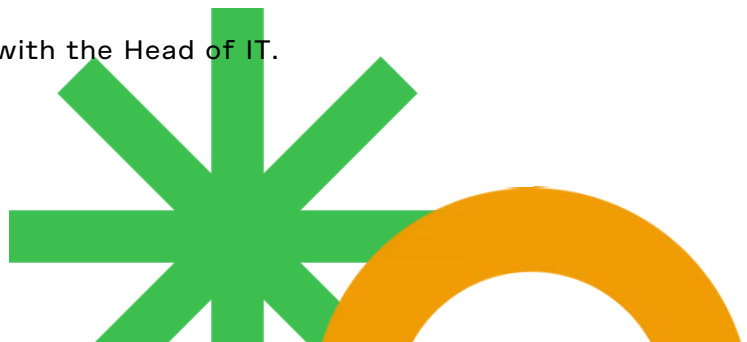
# Key responsibilities

## Management & Strategy

- Keep up-to-date with technology developments and recommend cost-effective improvements as appropriate.
- Maintain and develop the IT roadmap for support and troubleshooting to achieve maximum leverage of new technologies.
- Build relationships with colleagues across the charity, proactively seeking opportunities for collaboration and improvements to their IT systems.
- Manage relationships with IT vendors and third-party suppliers. This includes support management, contracts, and renewals.
- Create and deliver IT training to all staff
- Manage all areas of system administration, maintenance, and updates in line with current best practice models
- Maintain the GS Data Protection Policy

## IT Support

- Implement, maintain, and monitor the core IT infrastructure and services at Greenhouse Sports.
- Manage and administer all end user devices using MS Endpoint Manager(Intune)
- Manage and maintain all areas of system administration, security, and remote access policies
- Provide technical – hardware and software – support to all staff. Investigate, resolve and escalate issues in line with the helpdesk service level agreement
- Install, configure, and support IT equipment comprising of laptops, desktops and mobile devices
- Manage and administer the MS Office 365 environment
- Manage and maintain all user account management through Active Directory and MS Office 365
- Manage and maintain all IT assets and inventory
- Produce and update user training guides and other documentation and reports
- Manage and administer users on MS teams Telephony
- Analyse, design and implement processes to help day-to-day operational efficiency
- Support and maintain the Audio & Visual networks, CCTV, Door Control and Member management application (Legend) at Greenhouse Centre
- Support and maintain the Greenhouse office and communication networks and services, such as access WIFI Access Points.
- Install and integrate applications to streamline workflow
- Assist the Head of IT in monitoring and reviewing network security, disaster recovery and business continuity plans.
- Other duties and projects as agreed with the Head of IT.



## **Projects**

- Lead on various IT projects as well as assist on any other key team projects as required.
- Become the tech lead on various IT projects and identify and troubleshoot technical problems.

## **IT Training**

- Responsible for educating and training all staff on various hardware, software applications and best practices across the organisation.
- Ensure that all staff understand the systems they need to use and are trained appropriately, including IT inductions and new starter training.
- Monitor usage and abilities to use IT tools, taking regular feedback from managers, with a view to providing additional training where necessary. The aim is to ensure an efficient workforce from an IT support perspective.
- Safeguarding & Child Protection
- Ensure the safety and welfare of all the young people and other users is at the forefront of all Centre operations and activities, including compliance with GS Safeguarding & Child Protection policies and procedures.

## **Other Duties & responsibilities**

- To commit to and follow your own programme of continuous professional development and self-directed learning
- Meet all GS Essential Operating Standards\* (EOS) and ensure you take responsibility for keeping up to date with industry standards and developments specifically relevant to your professional role
- Attend relevant training as required (EOS)
- To advocate and positively promote GS to the public
- Take responsibility for and commit to your own personal CPD plan by carrying out a training needs analysis and following your plan as part of the annual appraisal process.
- To carry out any other reasonable duties as required, including (but not limited to) organising funder programme visits and attending GS charitable fundraising or supporter engagement events
- Represent GS with the highest standards of work, carrying out the role with integrity and commitment and acting within the charity's best interests at all times
- To undertake any other roles that may be discussed and agreed with your manager



# Skills & Experience

## Qualifications

- A good standard level of education up to minimum of A-Level equivalent or an IT related vocational course or equivalent
- A minimum of 2-3 years working in a IT Support role.

## Essential:

- Strong knowledge of MS Office 365 environment and MS Endpoint manager
- Strong knowledge of Windows server and Windows guest operating systems.
- Strong knowledge of IT Helpdesk systems and working within a fast-paced end user environment.
- Good Knowledge of VMWare vSphere and MS Azure cloud technology.
- Good knowledge of ADDS, Group Policies, DNS and Windows File Sharing and IIS, Email and filters
- Good knowledge of networking basics such as switches and access points including TCP/IP suite
- Good Knowledge of providing technical solutions, and creating and designing processes to help our day-to-day operational efficiency.
- Excellent customer service and communication skills
- Excellent experience of training users and preparing user guides
- Excellent interpersonal and presentation skills
- Flexible attitude - willingness to work unsociable hours, evenings and weekends as required



## Desirable:

- Good knowledge of Firewall, Switches, SAN and Routers, Fortinet and HP.
- Good knowledge of Vendor databases, e.g. Legend, Views.
- Good Knowledge of AV Systems
- Good Knowledge of Cyber Security
- Good experience of successfully managing projects to time and budget
- Information Technology Infrastructure Library (ITIL) certified
- MCP certified qualifications or equivalent.

## Personal Requirements:

- Passionate about GS and the work it does
- Able to work under pressure, remain resilient and develop effective solutions in a timely manner
- Strong attention to detail
- Well organised with an ability to meet deadlines and plan work effectively
- Work effectively in a team environment with key stakeholders across the organisation
- Be flexible, self-motivated and highly confident with a positive attitude



# Equality, Diversity & Inclusion

Workplaces that welcome diversity in age, ethnicity, gender identity, marital or civil partnership status, parental status, race, religion and belief, sexual orientation, physical or mental abilities are better and more innovative organisations and more representative of those we seek to help.

At Greenhouse we value diversity and we actively promote equality of opportunity throughout our charity to ensure that our people are treated fairly and equitably, in a way that is consistent with their potential skills and abilities. We take care that our employees are recruited, trained and promoted on the basis of reasonable and legal criteria.

Greenhouse has a Diversity Champion Committee whose role is to implement our inclusive vision and make recommendations to the senior management team and Trustee Board.

Our recruitment process could involve one or more interviews; a written or oral assessment; and the on-line completion of psychometric questionnaires. If you are invited to an interview and you have a physical or mental medical condition which could impact on your ability to participate in Greenhouse's recruitment process, please let us know before your interview by emailing the Manager who is recruiting for this position.





# Interested?

Candidates wishing to apply should submit a CV which fully addresses the competencies outlined in the role description and person specification to Greenhouse Sports.

Any initial enquiries should be directed to Rishi Varsani, Head of IT ([rishi.varsani@greenhousesports.org](mailto:rishi.varsani@greenhousesports.org))

**Closing date: 24th March 2024**

The first round of screening will be held through video calls on Microsoft Teams, arranged as needed prior to the job's deadline.

For the second round, we'll meet in person at our head office in Marylebone, specifically at the Greenhouse Sports Centre. These interviews are scheduled for Tuesday, March 26th and Thursday, March 28th, 2024.



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