



IT SUPPORT OFFICER

Applicant Pack

April 2024

Role Details:

Title:	IT Support Officer
Salary:	Q3e, £29,553 per annum
Contract type:	Permanent
Location:	Remote (home based) with occasional travel
Work pattern:	Full-time; 37.5 hours per week
Reporting to:	Information Systems Manager
Team:	Digital & QA

To apply:

Please submit your CV and a covering letter (maximum of two sides) via Charity Jobs by **12:00pm** on **Friday 3rd May 2024**.

Your covering letter should include:

- Your motivations for applying to Ygam.
- How this role fits into your wider career plans.
- Any experience (professional, voluntary, lived, or other) relevant to this role in line with the criteria outlined in the person specification.

Recruitment Timeline:

Interviews w/c 13.05.24

If you would like to discuss this role further, then please contact **Kevin Orchard (People Director)** via recruitment@ygam.org

Who are we?

Ygam is an award-winning charity whose vision is to ensure that every child and young person is resilient to, and safeguarded against, gaming and gambling harms.

Our Mission is to prevent children and young people from experiencing gaming and gambling harms through awareness raising, education and research.



Why choose Ygam?

Ygam has grown quickly over the last few years and continues that sustainable growth plan, with more recruitment planned during 2024. Ygam currently employs around forty-five staff, but we expect to be circa fifty-five staff by the end of the next financial year.

We offer a working environment where everyone can contribute to a great working culture, where people are valued and empowered to make a difference. With a fully remote working team, we embrace the diverse needs of our staff group, providing a supportive and enjoyable environment. We welcome the broadest range of talented people and are committed to inclusivity and equitable opportunities. We positively encourage applications from all sections of society and are particularly interested in attracting applications from candidates with lived experience of gaming and gambling harm, and from diverse and underrepresented groups.

We also try to create a unique, engaging work environment where our employees believe in and live our values. These Core Values enable us to pursue our mission and are at the heart of everything we do:

- **Integrity** – we strive to do the right thing. We are open to challenge as a path to improvement.
- **Empathy** – we are inclusive. We ensure our work considers and reflects the needs of those we support.
- **Innovation** – we are future facing. We generate fresh opportunities and ways of working which match our ambition.
- **Empowerment** – we make a difference. We provide the tools and environment for people to create positive change.



Benefits at Ygam

In return for your passion, dedication, and hard work you will be rewarded with the following:

- An incredibly generous holiday entitlement starting at 28 days, increasing to 29 and 30 days with 2- and 5-years' service (in addition to Bank Holidays).
- We also offer enhanced paid leave during our annual December shutdown.
- Fully supported home working environment, including home office equipment, and flexibility over hours worked.
- Competitive Family-friendly policies, including enhanced Maternity & Partner leave/pay.
- Life Assurance Scheme
- Up to 6% matched pension contribution.
- Employee Assistance Programme, inclusive of 24/7 GP appointments & telephone counselling.
- Simply Health Cash Plan, including Contribution to Dental, Optical, Physiotherapy, Osteopathy, Chiropractic, Acupuncture, Podiatry and Reflexology costs.
- A broad suite of Continuous Personal Development (CPD) opportunities.

Ygam has received the Investors in People Accreditation and are a recognised Investors in People employer. Ygam has also been awarded the Armed Forces Covenant and has signed the Menopause Workplace Pledge.

As part of our Disability Confident commitment, we offer a guaranteed interview scheme for candidates with a disability who meet all of the essential criteria for the role. If you have a disability, a learning difficulty such as dyslexia, or a medical condition which you believe may affect your performance during any aspect of our selection process, we'll be happy to make reasonable adjustments to enable you to perform at your best.



This is an exciting time at Ygam as we grow our reach and the impact of our work. We are looking for people to help us expand, develop, and excel.

Main Role & Responsibilities

The post holder will support the Information Systems Manager to ensure the IT systems/platforms are developed and are fit for purpose for the technical requirements.

The role will work across teams to ensure Ygam Connect (Sharepoint) is developed and maintained to provide an effective intranet. (Note that we are part-way through migrating files and business processes onto Ygam Connect).



Who are we looking for?

Ygam is seeking a pro-active, dynamic IT professional to support in the development and maintenance of our information and digital systems.

Excellent communication skills, a keen eye for detail and a proactive approach to problem solving are essential. The ideal candidate will be confident to act as a first point of contact for IT support, have experience of Sharepoint and CRM systems (particularly Salesforce) and be able to work both independently and as part of a small team.

We welcome the unique contributions that you can bring and positively encourage applicants from all underrepresented backgrounds, including those with lived experience of gaming and gambling harms.

Roles and Responsibilities

Role Requirements – duties will include but not be limited to:

Key Tasks

- Support the development and maintenance of Ygam Connect, liaising with external developer to produce new business processes as necessary.
- First point of contact for support to Programme and Support Teams on Sharepoint, working with Connect Champions.
- Support the advancement and development of Ygam's supporting systems (E.g. Moodle, JotForm, Pardot, WordPress, Surveys etc). System-specific training can be provided if required.
- Support with Website maintenance (business as usual updates/amends) , liaising with external developers and Digital Project Manager as necessary.
- Support development for new and existing programmes.
- Work with team members to continuously improve the quality of the information systems.
- Assess and procure new and replacement hardware and software.
- Support the Information Systems Manager with onboarding and offboarding new starters and leavers and ensure all processes are followed and streamlined.
- Shared mailbox management.
- Any other ad-hoc tasks for the back end and IT support as required.

This is not an exclusive or exhaustive list. Its purpose is to provide a broad outline of the role within which the changing needs of Ygam and annually set objectives can be accommodated. Ygam is currently a small team which requires flexibility from and for all involved. There is an expectation that other duties, tasks, and responsibilities will be required.

Person Specification

- Professional IT qualification or demonstrable experience).
- Experience of working with SharePoint and a CRM system, with proficient skills to ensure accuracy and quality of data.
- Experience of WordPress (or similar system) and website maintenance.
- Excellent written and oral analysis and presentation skills.
- Knowledge and understanding of data security and GDPR compliance.
- Strong project management, administration, and prioritising skills.
- Attention to detail and high standards of accuracy.
- Ability to problem solve and use initiative.
- Self starter with ability to work effectively both independently and as part of a team.
- Ability to organise own workload and time management, with minimum supervision.
- Employment rights to live and work in the UK.
- Clear passion for Ygam's cause and the desire to work successfully as part of a high performing team driving growth.

At Ygam, we are committed to safeguarding and protection of children and vulnerable people in our work. We will do everything possible to recruit only suitable people to work with children or vulnerable people.

Ygam is an equal opportunity employer. It is Ygam's approach that all employees have a working environment which promotes dignity and respect and where individual differences, and the contributions made are recognised and valued.

Ygam is committed to fundraise in a way that is legal, open, honest, and respectful. We are registered with the Fundraising Regulator, and you will be expected to adhere to the Code of Fundraising Practice.

The successful applicant will be subject to reference checks, a DBS check and must have employment rights to live and work in the UK.