



**Royal Star
& Garter**

Care with courage



IT Support & Infrastructure Officer – Central Services

Candidate information pack





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Welcome to Royal Star & Garter

Are you a hands-on IT professional who thrives on variety and making a tangible impact?

We're looking for a proactive IT Support & Infrastructure Officer to keep our systems running smoothly and support our team across multiple sites. In this well-rounded role, you'll split your time between providing warm, customer-first support to our staff and on occasion our residents, managing user onboarding/offboarding, and maintaining the core health of our infrastructure, from routine service checks and patch management to robust backup and disaster recovery testing.

Beyond keeping our day-to-day tech running smoothly, you'll play a key role in safeguarding our organisation by maintaining cyber security standards like Cyber Essentials, and DSPT, running phishing simulations, and updating tech policies.

Ideally, you bring a positive "can-do" attitude, a UK driving license, and hands-on exposure to tools like Microsoft 365 (Entra, Intune, Defender), Windows Server, Active Directory, and FortiGate & Cisco networking hardware.

If you're passionate about expanding your skills while keeping a vital organisation secure and connected, we'd love to hear from you!

Regards,
Mike Askew
Head of IT

The role at a glance

Title: IT Support & Infrastructure Officer

Contract: 6-month FTC (with potential for conversion to a permanent role)

Location: Mix of home and from the nearest RSG site to your home (Twickenham, Surbiton, High Wycombe, Solihull or Worthing).

Ability and willingness to travel to all locations is required.

Reports to: Head of IT

Hours: 37.5 hours per week

Salary: £32,000

Job description

- **Providing an IT support service to the organisation's user base**, both directly and in conjunction with outsourced IT contractors; managing & resolving first response and escalated cases.
- **Responsible for the day-to-day running of the organisation's IT systems**, including maintaining the network infrastructure and ensuring that availability and performance standards are maintained; troubleshooting system issues and escalating problems to the appropriate teams or partner organisations.
- **User Support & Administration:** Deliver first line and escalated case support, manage equipment purchasing, and handle user onboarding/offboarding.
- **Infrastructure & Systems Maintenance:** Maintain network availability, perform routine service checks, manage firmware/patch updates, and ensure backup and disaster recovery readiness.
- **Cyber Security & Compliance:** Maintain Cyber Essentials and DSPT standards, document IT policies, manage penetration testing, and run phishing simulations.
- **Tech Operations:** Manage systems across Microsoft 365 (Entra, Intune, Defender), Windows Server, networking hardware (FortiGate, Cisco, Meraki), and telephony systems.

To apply

Send your CV and a covering letter (no more than two sides) outlining how you meet the person specification to:
centralservices.jobs@starandgarter.org

Please include any paid or voluntary experience that you think might be relevant and ensure that you tell us what you will bring to the role.

Person specification

Essential Requirements:

- Patient, customer-focused mindset with a strong "can-do" attitude, commitment to ongoing development, and a valid UK driving license for travel between sites.

Technical Experience :

- Preferred familiarity with M365/Azure administration, Windows Server/Active Directory environments, RMM tools (N-Central), and core on-prem networking (VLANs, VPNs, firewalls, and cabling infrastructure).



Our values

With love

We carry out our work with love, care and compassion.

Living positively

We are optimistic in everything we do, supporting veterans and their families in leading happy, fulfilled lives.

As a family

We work and live as one team, one family, one community.

Standing in their shoes

We show admiration and respect for people and never forget what they have done.

Take courage

We are not afraid to do what is right and what is needed.

Offer



Although we are a charity, we offer a generous package

- Salary of £32,000
- 37.5 hours per week
- Equivalent of 5 weeks holiday per annum plus bank holidays (pro-rata for part-time)
- Employer Pension Contribution of 7.5% with matching Employee contribution of 5%
- Life insurance of 3 x salary (until age 70)
- Ten weeks full occupational sick pay before statutory sick pay
- Access to appropriate professional bodies and payment of relevant membership fees after six months of employment
- Learning and development – opportunities to support you in your role

Conditions of employment



Any offer of employment made will be subject to the following conditions:

- Satisfactory references covering the last 5 years from at least two references, including one from your current or most recent employer
- A pre-employment medical screening
- Enhanced DBS Disclosure
- Proof of the Right to Work in the UK

Confirmation in post will be subject to:

- A satisfactory 6-month probationary period.

About us



Our mission

Royal Star & Garter was founded in 1916 to care for the severely injured young men returning from the battlegrounds of the First World War. Today, our mission is to provide outstanding care and support that recognises the needs of veterans and their families.

Our care

We provide care, support and friendship for those who have had the courage to serve so that they can live well. We deliver that through high quality Homes, a range of services in the local community, by driving innovative practice and by setting the standards for others to follow. We offer:

- Nursing care
- Dementia care
- Short-break/respite care
- End of life care
- Day care
- Lunch Clubs
- Telephone Friendship Service

About us



Our future

We are developing new services beyond our four Homes, including an outreach service to provide support in veterans' own homes and a community for younger veterans. We continue to reach more ex-Service personnel in residential care through the Veteran Friendly Framework. Our work to promote greater collaboration will deliver better outcomes for the Armed Forces community.

Our knowledge

We have over 100 years' experience in providing pioneering nursing and therapeutic care to veterans living with disability and dementia. We are committed to sharing our knowledge and skills with other organisations to promote better care for all veterans and older people. We partner with health care, military and academic organisations for the benefit of our local communities.

Sharing our experience

We are passionate about innovation in our care to improve the lives of veterans and their families. We have been championing the development of nursing associates in the social care workforce for several years and support many of our carers to develop new skills.

High Wycombe

Our High Wycombe Home (rated Outstanding by the CQC) has been designed with comfort and wellbeing in mind. There are plenty of activities to enjoy, opportunities to socialise with friends, or simply relax in the spacious lounges and landscaped garden.



Solihull

Our Solihull Home is rated Outstanding in all five areas by the Care Quality Commission. Loving, compassionate care is tailored to each individual and every detail designed for comfort and wellbeing, it's a place where residents and their families can truly feel at home.



Surbiton

With its stunning foyer and relaxed, spacious lounges, our Surbiton Home offers a warm, friendly welcome. Highly trained staff provide specialist care in comfortable surroundings, where the focus is always on the individual.



And rated **'Outstanding'**
in the care category.



Worthing

Our Worthing Home places each person at the heart of their care, with personalised rehabilitation plans that promote independence, confidence and wellbeing. The dedicated team includes in-house physiotherapists, occupational therapists and speech and language therapists who offer hands-on support with warmth and encouragement.

