



**Royal Star
& Garter**

Care with courage



IT Business Systems Specialist (12m Fixed-Term Contract)- Central Services

Candidate information pack





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Welcome to Royal Star & Garter

Thank you for your interest in the position of Business systems specialist. In this role you will be an integral part of a skilled team of four, looking after the Charities IT Infrastructure.

You will be working closely with the Head of IT to help with the organisational digital transformation, ensuring that our residents receive the highest level of care we can provide by streamlining our systems to release our care teams to concentrate on our residents.

We have chosen the 365 environment to achieve these goals, but your role will be much more than desk-based programming, you will need to physically visit locations in order to commission hardware, resolve system errors or install new equipment.

This role is responsible for improving business processes, supporting system implementations, system upgrades, and ensuring that technology solutions align with business goals.

We have recently merged with another Military Charity, and this role will assist in aligning technology and processes to the rest of the group.

We are a friendly, motivated team with one shared goal, providing high levels of care to our Military veterans. If you are driven and share that mission, then we look forward to reviewing your application.

Best Regards

Martin Goldman
Director of Operations.

The role at a glance

Title: IT Business Systems Specialist

Location: Based out of the nearest location to your home (Twickenham, Surbiton, High Wycombe, Solihull or Worthing).

Ability to travel to all locations is expected.

Reports to: Head of IT

Salary: £42 - £43K

Contract: 12 Month FTC

More information:

Mike.askew@starandgarter.org

Job description

- The IT Business Systems Specialist serves as the liaison between business stakeholders and the IT Team to analyse, document, and translate business needs into functional and technical system requirements.
- This role is responsible for improving business processes, supporting system implementations and upgrades, and ensuring that technology solutions align with business goals.
- As part of the IT Team 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.
- Assisting in the management of the day-to-day running of the organisation's IT systems, including maintaining infrastructure and ensuring availability and performance is maintained throughout the organisation.

Key projects

- Assisting with the technical integration of a recently acquired care home into the RSG group.
- Specifying and implementing new and upgraded IT, network, telephone and care systems.
- Assisting with the development and implementation of a robust cyber-security strategy in line with approved cyber-security frameworks (NIST CSF & Cyber Essentials).
- Assisting with the organisation's digital transformation journey to cloud services including data migration, GDPR, and data retention.

Key responsibilities

- As part of the IT Team: Support and improve the IT infrastructure ensuring it meets current and future reqs.
- Ensure the continual availability, reliability and performance of core applications.
- Oversee cybersecurity operations, data backup & recovery, and DRP.
- Meet and maintain IT & cyber security and data compliance standards.
- Ensure systems are kept up to date with firmware, patches and security updates.
- Directly support the organisation's users and assist with the work of the Head of IT.

Key relationships

- IT Team (Head of IT, IT Support Administrator, Applications Technician & Cyber-Security Analyst (Interim)).
- Leadership Team, Care Home Managers and Service Delivery Managers
- IT Service Providers/Contractors

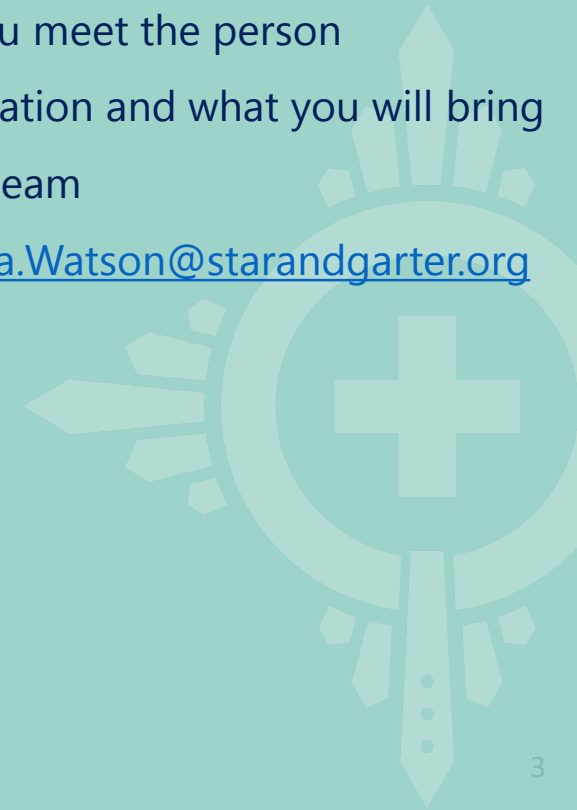
Working pattern

- Full-time (37.5 hours per week including breaks). This role will require flexible working in terms of location and working pattern.
- Occasional evening and weekend work will be required.

To apply

Send your CV and a covering letter (no more than 2 sides) outlining how you meet the person specification and what you will bring to our team

to Olivia.Watson@starandgarter.org



Person specification

Essential behaviours / characteristics

- UK driving license and the ability to travel independently between sites.
- Strong analytical and problem-solving skills.
- Excellent communication and interpersonal skills.
- A positive attitude and a “can-do” approach to work.
- Committed to our mission, values and to enabling outstanding care for veterans.

Desirable IT skills

- Microsoft Windows, Microsoft Office 365, Microsoft Windows Server, Microsoft SQL Server, Microsoft Active Directory Services & Entra ID, Microsoft Exchange & Exchange Online (M365), Microsoft Azure, Microsoft 365 (specifically Teams, SharePoint & OneDrive), Microsoft RDS & Azure AVD (delivered via thin-client/iGel hardware)
- VMware (vCenter/vSphere) □ Nimble Data Storage (SAN)
- Fortinet systems (Fortigate router-firewalls, FortiClient EMS & EPP)
- Cisco & Cisco-Meraki Switches, Wi-Fi & VLANs
- N-Able N-Central MDM
- Barracuda Email Security
- VOIP & cloud-based telephony systems

Desirable experience

- Bachelor's degree in Computing, Information Systems, Business Administration, or similar.
- 3+ years of experience as an IT Administrator, Systems Analyst or similar in an IT environment.
- Experience with project management methodologies (Agile, Waterfall, etc).
- A reasonable understanding of on-prem data communications equipment (e.g., firewalls, routers, switches, Wireless Access Points, UPS, cabinets, patch panels, network cabling, Fibre, DSL & analogue lines).



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 partners 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 £42 - £43K
- 37.5 hours per week
- 25 days holiday per annum plus 8 bank holidays
- Employer Pension Contribution of 7.5% with matching Employee contribution of 5%
- Access to appropriate professional bodies and payment of membership fees after 6 months of employment
- Learning and Development – fully funded opportunities to support you in your role

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 an outstanding range of quality care and therapies to veterans and their partners living with disability or dementia.

Our care

We provide loving care for veterans and their partners who live with disability or dementia in three state-of-the-art Homes, ensuring they are respected as individuals. We meet their needs in an appropriate, personalised and compassionate way and this is supported by highly skilled and motivated staff. We constantly evolve our services and innovate our care to meet present and future need and this now includes younger veterans, a day care service and plans for an outreach project later this year.



About us

Our future

Today, we run three Homes where we deliver an unparalleled level of specialist nursing care for veterans and their partners, including award-winning dementia care. We are developing our services to provide day care across all three Homes, an outreach service and care for younger veterans.

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 partners and we are ideally placed to provide training. Our Homes offer military nursing student training and placements to Nursing Associate Trainees as part of an NHS pilot scheme.

Surbiton

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

Inspected and rated

Good



And rated
'Outstanding' in
the care category.

High Wycombe

Our High Wycombe Home is our newest and has been designed for the comfort and wellbeing of our residents. Specialist nursing and dementia care is offered in a relaxed, homely environment, where residents can enjoy the many activities, share their day with friends or enjoy time in the spacious lounges and landscaped gardens.

Inspected and rated

Outstanding ☆



Solihull

Our Solihull Home offers a warm welcome to residents and their families. The Home is rated 'Outstanding' by the Care Quality Commission in all five areas and staff provide specialist dementia and nursing care tailored to the needs and wishes of each individual. Every aspect of the Home has been designed with our residents' wellbeing in mind.

Inspected and rated

Outstanding ☆

