



**Royal Star
& Garter**

Care with courage



IT Support Administrator – 6 month contract

Candidate information pack





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Welcome to Royal Star & Garter

I am looking for someone special to join the IT Team to support us during a particularly busy period. My ideal candidate will be someone who is confident in providing outstanding IT support to our user base and high quality management of our IT systems.

It is a role that will suit an individual who is passionate about their work, able to think outside the box, make suggestions and generate ideas that will continually challenge the status quo and enable us to continue to best utilise technology to make things better for our staff and residents alike.

It matters to me who you really are. At RSG we strive to live our values in everything we do, and we want the people who join us to do the same. Having the right person in post matters not only to me, but to my team, all RSG staff and ultimately to our residents as well.

Although this is a short term contract you will receive the benefits offered to our permanent staff. Your continued development is important to us. We are looking for people who share our values, people with passion and dedication who want to work as part of a team, and people who want to make a difference to others.

If this is you then I look forward to receiving your application.

Mike Askew
Head of IT

The role at a glance

Title: **IT Support Administrator**
6 month contract

Location: Hybrid working – regular travel to all sites (Hampton, Surbiton, High Wycombe & Solihull) required

Reports to: Head of IT

Hours: 35 excluding breaks

Salary: £37,131.50

More information:
mike.askew@starandgarter.org or
kate.silver@starandgarter.org

Job description

Purpose
Responsible for the day-to-day running of the organisation's IT systems including maintaining the network infrastructure and ensuring the availability and performance standards are maintained, troubleshooting system issues and escalating problems to the appropriate teams or third parties.

Providing an IT support service to the organisation's user base, both directly and in conjunction with an outsourced IT contractor, managing & resolving first response and escalated cases.

- Key responsibilities
1. Provide support to the organisation's users and support the work of the Head of IT
 2. Support the IT infrastructure ensuring it meets current and future requirements
 3. Ensuring the continual availability, reliability and performance of core applications
 4. Perform routine checks on critical services and infrastructure
 5. Ensuring backups are carried and testing disaster recovery plans are in place
 6. Meeting security and compliance standards are met
 7. Purchasing equipment, maintaining asset lists and carrying out equipment audits
 8. Ensuring systems are kept up to date with firmware, patches and security updates
 9. Preparing and issuing IT and telephony equipment to users
 10. Inducting new starters (onboarding) and closing accounts for leavers (offboarding)
 11. Ensuring IT policies and procedures are documented and kept up to date
 12. Evaluating and implementing new technologies and system enhancements.

To apply

Send your CV and a covering statement of no more than two sides explaining your interest in the role and how you meet the person specification (next page) to Usha Nair (usha.nair@starandgarter.org) by midnight on **8th June 2022**.

Person specification



Essential behaviours / characteristics

- UK driving license and the ability to travel independently between sites
- Excellent personal and customer-facing skills
- Flexible, able to work independently and a patient “can-do” approach
- Passionate about personal and professional development
- Committed to our mission, values and to enabling outstanding care for veterans

Desirable experience

- A reasonable understanding of on-prem data communications equipment (e.g., firewalls, routers, switches, WLCs, Access Points, UPS, cabinets, patch panels, Cat 5+ cabling, Fibre, DSL & analogue lines)
- A reasonable understanding of Wide Area and Local Area Networking technologies and best practices (e.g., LAN, SD-WAN, VPN and VLANs)

Desirable skills

- Microsoft Windows Server (2008/2012/2016/2019/2022)
- Microsoft Windows 7/8/10/11
- Microsoft Office 2016/2019 and Office 365
- Microsoft Active Directory Services
- Microsoft Exchange 2016 & Exchange Online (M365)
- Microsoft Remote Desktop Services (Thin Client / iGels)
- Microsoft SQL Server 2008 onwards
- Microsoft 365 & Azure platforms
- Microsoft SharePoint Online & OneDrive (M365)
- Microsoft Teams (365)
- Apple Mac OS
- VMware (vCenter/vSphere)
- Nimble Data Storage (SAN)
- Cisco & Cisco-Meraki routing, switching & VLANs
- SonicWall Firewalls
- Barracuda Email Security
- Trend Endpoint Security
- ManageEngine Desktop Central/Mobile Device Management
- Avaya Telephony systems (or other similar telephony system experience)
- WordPress Web Hosting

Candidates must also fulfil the conditions of employment (page 5)

Conditions of employment



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

- Satisfactory references covering the last 5 years including one from your current or most recent employer
- A pre-employment medical screening
- Evidence that you have been vaccinated against Covid-19
- Enhanced DBS Disclosure
- Proof of the Right to Work in the UK

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 £37,131.50 per annum full time
- 35 hours per week
- Part-time / job-share applications will be considered
- Hybrid working
- Monthly rota
- Equivalent of 25 days holiday per annum plus bank holidays (pro-rata for part-time and contract length)
- Employer Pension Contribution of 7.5% with matching Employee contribution of 5%
- Life insurance of 3 x salary (until age 70)
- 2 months full occupational sick pay, 1 month half pay before statutory sick pay
- 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.



High Wycombe

Our High Wycombe Home is our newest and has been designed for the comfort and well-being 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.



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' well-being in mind.

