ROLE PROFILE FOR IT Operations Administrator

About the National Church Institutions (NCIs)

The National Church Institutions comprises a wide variety of teams, professions and functions that support the mission and ministries of the Church of England in its vision to be a church, centred on Jesus Christ, for the whole nation - a church that is simpler, humbler, bolder.

We Include. You Belong.

Our Belonging and Inclusion Strategy aims for everyone in the National Church Institutions (NCIs) to feel that they belong and are valued for who they are and what they contribute. Together, our people contribute in different ways towards our common purpose, whichever NCI they work in and whatever their background.

Living out our values in all that we do, we:
- Strive for **Excellence**
- Show **Compassion**
- **Respect** others
- **Collaborate**
- Act with **Integrity**

We believe our commitment to belonging and inclusion fuels our progress and drives us forward. The NCIs are a safe, inclusive workplace for people of all backgrounds and walks of life. We welcome applications from people of all faiths and of no faith. We want to encourage applications from a diverse group of people who share our values. Even if you have never thought about working for us before, if you have the skills and experience we're looking for then we would like to hear from you.

About the department

The IT Department has undergone a radical transformation. IT now executes a mixture of on premise, Cloud and 3rd party outsourced IT services, in an entirely new and modern IT infrastructure that utilises the latest technologies. The IT function serves 800 staff in NCIs and NCIS co-located bodies and aims to adopt common solutions across NCIs where practical. IT provides a broad range of customer focused IT services such as technical architecture and support, networks, change management, business analysis, project management, Training, Procurement, systems administration, and applications hosting.

What you'll be doing

Join the Church of England as an IT Operations Administrator and be part of a modern, mission driven team at the heart of its national operations. Based in Church House, Westminster, you will be the first point of contact for IT and Office Services support, delivering exceptional 1st line

assistance to over 900 users. From resolving technical issues to liaising with third-party vendors to managing hospitality logistics and procurement, your role will be varied, people-focused and essential to smooth day-to-day operations. This is an ideal opportunity for someone with strong troubleshooting skills, a customer-first mindset, and a passion for problem-solving in a collaborative environment.

MAIN DUTIES AND RESPONSIBILITIES

- Operate as a first point of contact for NCl's users to triage, investigate and resolve 1st line requests, queries and incidents to help our customers.
- Liaising with 3rd party vendors to organise engineer site visits as and when required.
- Ensure all new requests, including IT, Hospitality and Logistics, are triaged and acknowledged within expected SLA. Maintain clear and accurate records throughout.
- Responsible for maintaining IT Asset Management records.
- Daily monitor of operations tasks, chasing Operations Team members to update their customers
- Ensure that the daily administration for the Facilities team is completed. Recording outbound post, hospitality jobs sheet and any ad hoc admin requested by the team lead.
- Provide a high level of customer service, either face to face, phone, email or remote. Ensuring no action is lost and service level agreements are consistently met.
- Actively own, manage, monitor, troubleshoot and resolve queries where appropriate. Always with a security-first mindset.
- Understand and proactively operate the escalations procedures.
- Proactively contribute to Continual Service Improvement through identification of process improvements and problem prevention.
- Monitor and maintain the queues and inboxes for Operations' functions Perform procurement duties as required, including Facilities, DSE, Homeworking and IT hardware and software. Ensuring ordering, good receipting are all completed in accurate and timely manner.

The main duties and responsibilities of your post are outlined in your job description. This list is not exhaustive and is intended to reflect your main tasks and areas of work. Changes may occur over time, and you will be expected to agree any reasonable changes to your job description that are commensurate with your banding and in line with the general nature of your post. You will be consulted about any changes to your job description before these are implemented.

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About You

The Church of England is for everyone, and we want to reflect the diversity of the community the Church serves across the whole country. Therefore, while of course we welcome all applications from interested and suitably experienced people, we would particularly welcome applicants from

UK Minoritised Ethnicities (UKME)/Global Majority Heritage (GMH) and other under-represented groups.

Essential

Knowledge/Experience
- Basic IT knowledge to resolve 1st line technical queries that come into the service desk.
- Experience in an IT Support role providing customer focused service desk support and
- Resolving incidents in a timely and satisfactory manner
- Experience in applying a structured trouble shooting approach to investigating and resolving incidents.
- Experience in problem solving issues effectively and identifying ways to mitigate future repeated incidents.
- Experience in prioritising own workload and working under pressure and to deadlines.
- Demonstrable experience in liaising with and between technical and non-technical staff and 3rd party service providers
- Knowledge of DSE equipment requirements
- Experience of managing meeting room bookings, arranging layout, Catering needs and costings
- Experience in dealing with outgoing post, packages and couriers

Skills & Abilities:
- Ability to work unsupervised and to work as part of a team
- Strong written and verbal communication skills
- Significant troubleshooting expertise and structured problem-solving skills
- Able to support new and emerging line of business applications and IT solutions
- Be able to prioritise workload and able to delegate to peers
- Communicate effectively with all levels of user, from Chief officers to Apprentices

Qualifications & Training:
- Basic understanding of networking and infrastructure
- DSE Assessor (Or willing to take the training)
- First Aid qualification (Or willing to take the training)

Desirable
- Industry standard qualifications in IT service provision
- Basic understanding of ITIL best practices
- Willing to expand IT skillset

Vacancy Summary

JOB TITLE:	**IT Operations Administrator**
NCI ENTITY:	Church of England Central Services
DEPARTMENT:	Office Services
GRADE:	Band 6 Standard Point
SALARY:	£34,801
WORKING HOURS:	35
PRIMARY OFFICE LOCATION:	Church House, Great Smith Street, London SW1P 3AZ
HYBRID WORK ARRANGEMENTS:	5 days in the office
SUITABLE FOR FULL HOMEWORKING:	☐
HOMEWORKING REQUIRED:	☐
CONTRACT TYPE:	Permanent
IS A DBS CHECK REQUIRED? **IF YES, WHICH LEVEL**	☒ Basic
IS A FAITH-BASED GOR APPLICABLE FOR THIS ROLE?	☐
ORACLE POSITION CODE:	8017513
COST CODE:	50151
PARENT POSITION:	Service Delivery Manager