



The Brilliant Club

Recruitment Pack

IT Support Coordinator

March 2024



Registered Limited Company: 07986971

Registered Charity: 1147771 (England and Wales), SC048774 (Scotland)

Registered Office: 17th Floor, Millbank Tower, 21-24 Millbank, SW1P 4QP

IT Support Coordinator

Start Date: 14 May 2024 (flexible)

Salary: £26,861 (plus £2,000 London weighting for those living in London and within the M25).

Contract Type: 12 months fixed term contract, with potential for a permanent offer of employment.

About the role

We are excited to be recruiting an IT Support Coordinator to join the Technology team. You'll work with your team to deliver the goals set out in Join the Club, our ambitious strategy for 2021-2026.

The role requires a positive, proactive, and well-organised individual. The role exists to give excellent support across the organisation, assisting the IT Support Manager to ensure software, hardware and network needs are met.

The successful candidate will have a good knowledge of maintaining IT hardware, in particular laptops and mobile phones, and experience of first line support in an IT role. The role requires good people skills, as the successful candidate will provide front line support to our busy staff members and contractors both in person and remotely. They will have a positive approach, be comfortable with a range of duties that vary from day-to-day and be committed to developing their technical skills further.

Working within the IT team, they will also handle a significant amount of sensitive data and will help to ensure that appropriate protocols are being followed.

About you

The role will best suit someone who:

- Is capable of adapting quickly to new systems and interfaces.
- Has ability to troubleshoot IT issues, using external support where required.
- Has strong Microsoft Office skills.
- Has ability to deal with sensitive issues and to demonstrate strict confidentiality.
- Has relevant work experience or a relevant qualification, e.g., Computer Science degree or Microsoft Certification.
- Has experience using video conferencing tools e.g., Zoom/Microsoft Teams.
- Has experience with basic hardware repairs and fitting parts.
- Has experience with the security of data systems and cybersecurity.
- Has experience of the Microsoft 365 admin centre.
- Has experience in a customer facing role.
- Has 12 months experience working in a technical support role e.g., IT Helpdesk.
- Has experience of the Azure Active Directory (Azure AD) admin centre.
- Has experience of the Microsoft Endpoint Manager admin centre.
- Has experience of the Apple Business Manager (managed apple IDs) and MDM (Intune, MaaS360 or similar).
- Has work experience in the education/charity sector.
- Adheres to information security policies included in the charity's ISO 27001 manual and completes information security training.
- Has a demonstrable passion for furthering The Brilliant Club's mission.



About The Brilliant Club

What we do

Access to higher education and the life-changing opportunities that come from attending the most competitive universities is not equal. 1 in 3 of the most advantaged students progress to the most competitive universities. In contrast, only 1 in 33 of the least advantaged young people access these universities.

We think this is fundamentally unfair. We work across the UK to support less advantaged students to access the most competitive universities, and to succeed when they get there.

Between 2021 and 2026, we will work with 100,000 students across the UK to help them to develop the knowledge, skills and confidence to access the most competitive universities. We will also support 11,000 students from disadvantaged backgrounds to succeed once they enter universities.

We hope that you'll consider joining us, as we work to create a fairer society where no child's education is limited by their background.

Working for us

- Hours: 37.5 hours per week Monday to Friday, flexible working with 10am – 3pm core hours, some evenings and weekends required.
- Benefits include: 36 days' holiday (inclusive of bank holidays) increasing by 1 day per year up to a maximum of 41 days, employer contribution to pension, interest-free season ticket loan, five professional development day allowance, BUPA health cover cash plan.
- We're happy to talk flexible working. We have offices in Birmingham, Cardiff, Leeds and London.
- Although we are a hybrid organisation, this role will require regular (minimum 3 days per week) travel to London office.

Our values

The Brilliant Club has three core values that underpin how we work. We look for people who share these values:

- We get to a solution
- We seek and act on the best data available
- We understand that little things go a long way



“As the first in my family to go to university and having worked as a teacher in a state school, I applied to join The Brilliant Club with a real passion for the charity’s mission. I am grateful every day that I work at a charity that is supportive of both professional development and flexible working, as well as being full of kind and passionate colleagues.”

Leanne, Chief Operating Officer

Diversity at The Brilliant Club

We mobilise the PhD community to support students who are less advantaged to access the most competitive universities and succeed when they get there. We think it is important that our charity reflects the lived experience of the communities we work with, and we want to be an organisation where employees from any background can thrive. We particularly welcome applications from disabled, Black, Asian, and Minority Ethnic, Lesbian, Gay, Bi, Trans, Non-binary (LGBTQ+) candidates, and candidates from low-income families.



“We are the Diversity and Inclusion Staff Engagement Leads at The Brilliant Club. Our role is to help make the charity an inclusive working environment for all of our colleagues. We work with our amazing [affinity groups](#) and colleagues in HR to ensure everyone at the charity has a sense of belonging.”



Keasha and Mano - Diversity and Inclusion Staff Engagement Leads

Safeguarding

The Brilliant Club is committed to proactively safeguarding children, beneficiaries and staff and to taking reasonable steps to protect all those who come into contact with the charity from harm. The safety and welfare of everyone affected by the charity’s activities, especially children, is a key governance priority.

As part of our recruitment and selection process and commitment to safeguarding, we will undertake a Disclosure and Barring Service (DBS) check of all individuals in this role. Any offer of employment will be subject to a satisfactory disclosure report.



Responsibilities

IT Support

- Working with the IT Support Manager to triage and respond to the IT Help Desk, providing a timely response to queries from colleagues.
- Supporting JML processes (joiners, movers, and leavers) which includes setting up equipment and software for new colleagues, arranging IT kit deliveries, running IT Inductions, disabling leavers accounts, and securely wiping user devices.
- Supporting the IT team with the set-up of digital tools for remote delivery of our programmes.
- Ensure hardware is available and well maintained. This may include basic laptop repairs fitting parts, updating phones, setting up desks and liaising with technical teams as necessary.
- Help maintain up to date security of Windows, Office 365 and 3rd party software used by the charity.
- Support the Salesforce Officer with basic tasks e.g. account creation, users logging in, etc.

Office and remote working support to colleagues and contractors

- Work with the IT Support Manager to ensure staff have the necessary IT equipment in our London and regional offices.
- Arranging couriers and troubleshooting hardware and software issues remotely.

Cyber Essentials certification

- Support the IT Support Manager with the Cyber Essentials certification renewal.

ISO 27001

- Support the ISO 27001 team with ensuring policies are up to date and adhered to across the organisation.

Wider Support

- Supporting The Brilliant Club's wider activities as a university access charity, e.g. training events.
- Across the charity we all pitch in to help different teams and areas of work. This may mean you attend and support with the delivery of other teams' activities and events. From time to time, you may also work with another team for a fixed period of time or collaborate on a project to ensure we deliver for the young people we serve. We think this is a good way to gain experiences in different areas of the organisation and enhance your professional skills.

Person specification

Time and Resource Management:

- Excellent organisational skills, with an ability to prioritise and manage time effectively.
- Ability to be flexible and adapt to changing priorities.
- Ability to identify opportunities to save time/resource.
- Manages projects with appropriate levels of time and resource input.

External Stakeholder Knowledge and Management:

- Confidence handling enquiries from external stakeholders and adapting approach to meet different needs.
- Actively shares useful information about stakeholders with internal colleagues at all levels.

Communication:

- Excellent written and verbal communication.

Initiative and Problem-solving:

- Proactive in seeking to enhance processes and identify emerging risks.
- Ability to spot inefficiencies in systems and suggest or implement improvements.
- Responds quickly to solve problems, seeking input from relevant internal stakeholders.

Developing Self and Others:

- Self-reflective and committed to own professional development.

What comes next

To apply: Please submit your application by clicking [here](#). As part of your application, you will be asked to submit your CV and complete the answers to some application questions.

Deadline: 9am on 15 April 2024

Interviews: w/c 22 April (first round) and w/c 29 April (second round)

For more information: Visit our website or call Nato Asaturov on 020 3005 3341.

Our Year in Numbers

