



IT Helpdesk Administrator

APPLICANT INFORMATION PACK





Welcome from Emma Revie, Chief Executive

The work of our foodbank network is inspiring, but we face significant challenges ahead. Between 1st April 2019 and 31st March 2020, food banks in the Trussell Trust network distributed 1.9 million three-day emergency food supplies to people in crisis, a 18% increase on the previous year. More than 700,000 of these went to children.

I want to see the end of the need for emergency food services in every nation of the UK, to work with governments at every level to ensure that our benefits system provides a genuine safety net for people and work is paid a fair wage, allowing individuals and families to thrive rather than just stave off crisis.

Working for the Trussell Trust means making a difference in people's lives. To continue our vital work, we rely on a team of dedicated people. Come and join one of the fastest growing charities in the UK!

Emma Revie
Chief Executive



What we Do

Our aim is to end hunger and poverty in the UK. We support a nationwide network of 1,200 food bank centres across the UK.

Together, we provide emergency food and support to people locked in poverty, and campaign for change to end the need for food banks in the UK for good.

In the UK, more than 14 million* people are living in poverty - including 4.5 million children. As a nation, we expect no one should be left hungry or destitute, and we owe it to each other to make sure the right support is in place when we need it most.

It's simply not right that we live in a society where so many people are locked in poverty.

Together, we can end hunger and poverty in the UK.

[*14.2 million people in the UK population are in poverty.](#)
[The Social Metrics Commission, 2018.](#)

Our values

The Trussell Trust is committed to community built on diversity, tolerance, cooperation, and mutual respect. We want to contribute to society and demonstrate social responsibility.

Our values are **Compassion, Justice, Community and Dignity.**

These are reflective of the values we see embodied throughout the Trussell Trust network of food banks.

Whilst we recognise that charities, churches and organisations running food banks may hold additional or distinctive values, these are the values which we hold together as a network, and by which we hold one another accountable.



How we Work

Our head office is based in Salisbury in Wiltshire, with satellite offices in London and Coventry.

We also have team members based across the UK supporting food banks at a local level.

Our support for the food banks in our network is delivered through six directorates, all of which report into our Chief Executive. These are:

- Operations
- Finance & Corporate Services
- Policy, External Affairs & Research
- Strategy & Impact
- Public Engagement

Whatever your skills or experience, there could be a role for you at the Trussell Trust.

Our Benefits

Our people are the most important thing the Trussell Trust has. Without our staff, we couldn't achieve our goals and create change.

Our staff are passionate about their work and the difference they make to the lives of others. The benefits package we offer supports our staff professionally and personally.

Benefits include matched pension contributions of up to 8%, group income protection, payroll giving, flexible working, season ticket loans, and enhanced contractual leave.

To find out more about the full range of benefits we offer, visit www.trusselltrust.org/employee-benefits.



The Role

Department: Corporate Services

Responsible to: Senior Systems Helpdesk Administrator

Responsible for: No direct reports

Hours: Full Time (37.5 hours per week)

Salary: £24,000 per annum plus benefits

Based: Work from home with occasional travel to Salisbury or London offices



ROLE OUTLINE

A fantastic opportunity for a Helpdesk Administrator to make their mark in a newly formed team. This is a pivotal role, responsible for driving forward the continued improvement of the support environment to end users; aligned with the Trusts strategy, values and goals.

Responsibilities

- Operating as a helpdesk administrator for the Trust environment with 170+ users
- Troubleshoot / fix user IT problems, diagnosing and solving hardware or software issues
- Set-up user equipment as needed / Purchase order processing
- Evaluate user queries and determine if an internal fix or to be signposted to external support partners
- New starters training
- Strive to continuously improve the IT services we deliver and support



Person specification

Requirement	Measures of success
Excellent helpdesk management skills and giving due regard to equity, diversity and inclusion within these processes	Model inclusive behaviour and values
Demonstrated ability to meet deadlines, handle and prioritise simultaneous requests, and manage laterally and upwards	Demonstrate a commitment to the values of the Trussell Trust
Creative and analytical thinker with strong problem-solving skills	Demonstrates empathy for people from disadvantaged, marginalised or socially- excluded backgrounds
Must demonstrate exceptional verbal and written communication skills	Able to adapt to changing priorities
Proficient with PC environments (Mac a bonus), networking, and SaaS platform administration (Helpdesk, O365, G Suite/Google systems, Teams, video conferencing, SharePoint, etc.)	Supportive team-worker and facilitator
	Solution-focused



How to apply

If you feel you have the required passion, energy and enthusiasm to help us bring an end to poverty and hunger, then you're on your way to becoming part of something that will make a real difference to people's lives.

To apply for the role please go to our website to access our online application platform, Applied. This platform enables us to review your application anonymously to make our hiring decisions as diverse and impartial as possible.

You do not have to complete your application in one sitting, but you can save it and go back to it at any time before the closing date.

If you have questions about this position, please call 01722 580 209 or email recruitment@trusselltrust.org.

www.trusselltrust.org/jobs

