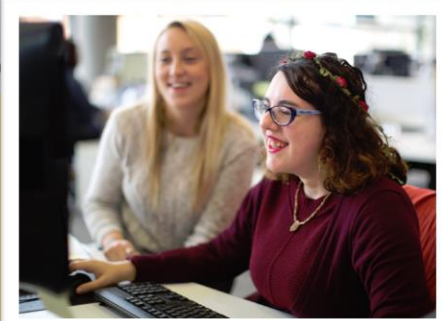


Role Profile: IT Assistant

mencap



What you will do

Mencap have an exciting opportunity for an IT Assistant to join our Remote Sites team within the IT department.

This is a 6-month fixed term contract working 30.0hrs per week.

As an IT Assistant, you will play a crucial role in ensuring the smooth migration of the “Landline Switch Off” project for our users.

Your attention to detail, organizational skills, and ability to prioritize tasks will contribute to the overall efficiency of the team.

What you will bring

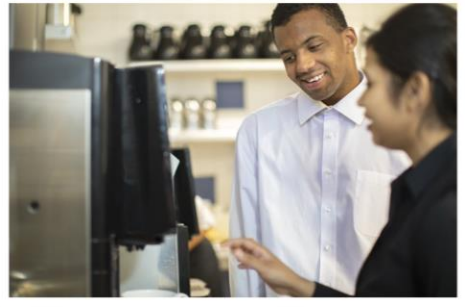
- Excellent written and verbal communication **E**
- Ability to maintain accuracy and attention to detail whilst working at speed to meet deadlines and targets **E**
- Self-motivated, able to work on own and prioritise workloads effectively **E**

Your knowledge & experience

(essential & desirable)

- Confident in using a range of software and databases, including Microsoft 365 **E**
- Experience of working with confidential and sensitive information **E**
- Basic understanding of how a network works would be desirable but a willingness to learn essential. **D**

Candidates from all backgrounds welcome! We are looking for people with a passion and drive to improve the lives of people with a learning disability.



More information about the role

The Assistant will be accountable for his/her individual contribution to the team delivery of the “Landline Switch Off” project. Working closely with the Remote Sites team within IT to ensure all relevant tasks are completed accurately and within agreed timescales.

S/he will liaise with user’s and 3rd party suppliers to support the successful network upgrades to Full Fibre technology.

Join the team and be part of an organisation passionate about making the UK the best place for people with a learning disability to live happy and healthy lives.

Skills & Abilities (Essential/Desirable)

- Strong attention to detail and organisational skills. **E**
- Be a clear communicator, with strong user-facing skills and excellent telephone skills **E**
- Strong IT skills **D**

How to apply

Please apply with an up-to-date CV that demonstrates your skills and experiences relevant for this position.

If you require any further information please contact our Recruitment Team on
01733 246699

Who you can expect to work with

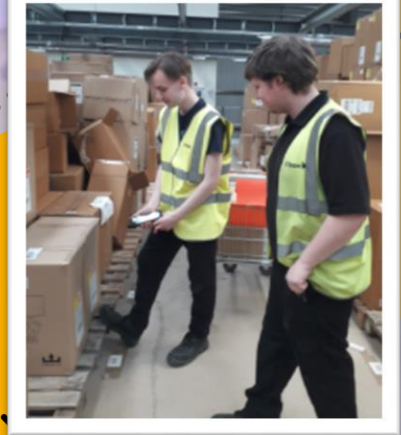
Remote Sites & 2nd Line

Customers

Service Managers

Internal and External Stakeholders

IT Asset Management



Mencap's values and how they apply to this role

We are **Passionate** about making the world a better place

You will be passionate about how you and your team can improve the lives of the people with a learning disability, reflecting always how you and your team can learn and improve

We are **Inclusive** of everyone

You will be inclusive by making sure that you support all Mencap colleagues and volunteers. Within your team you will work to make sure all voices are heard, and different views listened to

We are **Brave** we challenge and try new things

You will be brave by encouraging people to have big ideas about what would make their team the best place to work, and you will test things out and learn from mistakes

We are **Positive** in our work and with each other

You will be positive in how you work with your team. You will encourage them to share their own ideas and encourage honest and open conversations about what could be better

We are **Kind** to everyone

You will be kind and considerate in all your interactions, and will call out any behaviour that is not, so that people feel it is a safe place to work