



JOB DESCRIPTION

IT and Admin Officer

Blesma – The Limbless Veterans is the national charity and membership association for limbless serving and ex-Service men and women and their dependants.

We help all wounded Servicemen and women who have lost limbs, the use of limbs or eyes, to rebuild their lives by providing well-being support and rehabilitation activities.

Blesma campaigns for our veteran's rights and looks after individuals and their families by offering a comprehensive welfare system and financial assistance programme. Rehabilitation, support, counselling and care are the four principal foundations of our organisation. Together, we can help our men, women and their families face the challenges ahead with renewed confidence and self-belief.

Main Purpose: In partnership with the third-party IT provider, responsible for the day to day running and management of the delivery and IT services. To ensure the Office runs smoothly by providing efficient and effective administrative and logistic support to Blesma in order to enable the charity to work effectively. Manage Blesma's front office and undertake receptionist duties.

Support the delivery of the Blesma Members Weekend/ AGM/ Board of Trustee Meetings and office events. Assist with ad hoc administrative needs

Location: Chelmsford (Hybrid)

Responsible to: HR & Facilities Manager

Salary and Benefits: £26,500 (Pro Rata)

Contract: Permanent

Hours: 28 Hours

Holidays: 25 days per annum, plus statutory holidays. (Pro rata for Part time)

Equal Opportunities: Blesma is an equal opportunities employer and commitment to this is expected.

Full details of Conditions of Employment are set out in Blesma's Employment Contract, the main features of which are standard for all staff.

We seek to attract and employ the best people from the widest talent pool, as well as those who reflect the diverse nature of our society. Blesma encourages a culture where people can be themselves and be valued for their strengths.

Main Duties:

IT / Phones

- Partner with the third-party IT support provider and act as a subject matter expert for the IT Service Desk including creating new users, resetting passwords, changing users rights, trouble shooting and resolving ad hoc IT issues etc.
- Maintain an up-to-date record and track all IT equipment (e.g. laptops, printers, mobile phones) for the organisation and manage asset disposition of old/redundant equipment as well as retrieving IT equipment when staff leave Blesma
- Responsibility as the escalation point of contact for employees seeking assistance with computer, printers, projector and other IT systems issues, advising of possible solutions or continuing the escalation process
- Liaise with IT / Phone providers to ensure problems are solved quickly and efficiently
- Implementing agreed office routine and procedures for mail, e-mail and phone system
- Ensure directories/folders on shared point are maintained in an orderly manner
- Procure all IT and other equipment (e.g. computers, printers, mobile phones) in line with Blesma's Procurement Policy
- Ad hoc IT tasks as required etc

Office Administration:

- Work with the HR and Facilities Manager to ensure smooth day to day office operation.
- Manage Blesma's front office including undertaking receptionist duties, monitoring and directing/ responding to general emails, answering calls
- Maintain the central filing system, including in e-format
- Procure stationery/ branded items centrally in line with Blesma's Procurement Policy
- Maintain an up-to-date stationery register and re-order as required
- Provide administrative support / book travel and accommodation for the headquarters and remote teams on a required basis
- Provide administrative support e.g. opening the post, franking and sending letters, book travel and accommodation for HQ and remote teams required
- Provide overall office support to colleagues
- Ensure diary commitments and travel arrangements for the CE and Directors are managed effectively
- Prepare correspondence on behalf of the CE and Directors as required
- Diarise external meetings on the Blesma Calendar and keep updated with events and meetings relevant to everyone
- Update appointments with timings / dress / details when requested
- Manage annual magazine subscriptions
- Account for all office equipment and its subsequent maintenance
- Source and order corporate wear for the headquarters and remote teams on a required basis / manage stock for corporate wear

Board of Trustees / AGM

- Organise venue and details for Board meetings and the AGM including setting up and recording video conference meetings via Teams/Zoom
- Publish the Board timetable
- Maintain the Trustee Information Pack on behalf of the CE
- Book accommodation for the Trustees
- Support the CE/FSD with document preparation for the BoT/FIsC

Members Weekend and other Events

- In liaison with the DIW organise the venue and details for Members Weekend
- Organise staff events e.g. Christmas parties
- Support ad hoc events as required

The Person

Blesma is moving in a face pace, so the candidate must be comfortable working in an agile environment to expertly meet the needs of the Charity.

You'll be a talented and highly motivated individual with a drive for IT & cyber security; curious to explore and recommend new technologies. You'll have exceptional attention to details, organisational skills and be a willing problem solver.

With an engaging manner, you'll have good written and oral communication skills, be confident to build relationships and support team members at all level and across all channels (face to face, emails or phone) and be passionate to support the wider team with using our IT systems and services.

Key skills and Experiences

Organised and capable of taking initiative

Excellent customer service and interpersonal skills

A team player with the willingness to work flexibly

Familiar with Ticketing systems

Understanding of user hardware requirements

Good understanding of CRM system

Excellent understanding of cyber security