



# IT Assistant Recruitment Pack

Hours: 36 hours per week

Duration: 6 months FTC, with potential to be extended

Salary: £28,000

Location: Hybrid with at least 4 days in Northampton office

Closing Date: Ongoing until the position is filled

Interview Date: As and when available





# Introduction

Thank you for taking the time to download our recruitment pack. We hope this will give you all the information to be able to apply for the role.

Please ensure you read the requirements carefully so you can tailor your application accordingly to the person specification and job description.

Included in this pack:

- About CCT and CCT Benefits
- About the Role
- Person Specification
- Additional Information
- How to apply and Disability Confident Scheme
- Candidate Process
- Contact us/Other vacancies/Al Statement

# About CCT

Churches Conservation Trust (CCT) is the national charity caring for historic churches at risk. As the operator of the third largest heritage estate in charitable ownership in the UK, our 357 historic churches include examples of irreplaceable architecture, archaeology and art from 1,000 years of English history.

CCT has an international award-winning reputation in heritage conservation and regeneration. All churches in our care are listed, mostly Grade I and II\*, and some are Scheduled Ancient Monuments.

Without our care, these buildings might have disappeared entirely. Instead, they are enjoyed as social, tourism, educational and cultural resources, kept open, in use, and living once again in the heart of their communities.

## CCT Benefits

- Civil Service Pension @ 28.97% Employer contribution
- Season Ticket Loans
- Broadband Allowance for Home Workers
- Subscriptions to Professional Bodies
- Life Assurance
- 27.5 days holiday a year (excluding bank holidays)
- Christmas Shutdown
- Birthday off
- Training & Development Interest Free Loans
- Continuing Professional Development Allowance of £200
- Employee Assistance Programme
- Eye Test Reimbursement of up to £20
- Enhanced sick pay after completion of probation
- Champing discount of 20%
- Childcare vouchers



# About the Role

## Overall job purpose

The IT Assistant will support the IT Manager in delivering comprehensive technical support that empowers the Trust's mission across all departments. This role involves providing reliable technical assistance and vital maintenance of our IT systems and equipment. Acting as the friendly first point of contact for our dedicated staff, the successful candidate will proactively troubleshoot hardware, software, and network issues. By upholding strict security standards and GDPR compliance, you will safeguard the charity's data and contribute to a secure, productive environment that allows our teams to thrive.

## Key relationships

Working closely with the IT Manager, the IT Assistant will act as the crucial first-line support contact for colleagues throughout the organization. This requires building collaborative and supportive relationships with diverse teams across the charity, including Finance, the People Team, Communications, Conservation, Fundraising, Leadership, and our regional teams and remote sites.

## Key duties and responsibilities

### Technical Support

- Provide day-to-day support for CCT's hybrid workforce, ensuring users working from home or at our sites receive timely and empathetic assistance.
- Support Microsoft 365 applications including SharePoint, Teams, Outlook, OneDrive, and Microsoft Office applications
- Support Microsoft Windows 11, Mac OS and iOS.
- Assist in basic troubleshooting for cloud-managed devices e.g. laptops and mobile phones. enrolled in Microsoft Intune and Apple Business Manager.
- Support users with connectivity issues such as home broadband and Wi-Fi access at CCT properties where applicable.
- Maintain and support video conferencing tools, webcams, headsets, and meeting room AV setups.

### Office & Operational Support

- Provide frontline support for CCT's digital systems used by non-technical staff
- Support device lifecycle management: OS imaging, preparing devices for deployment/ replacement, issuing loan equipment, and returning/system restoring devices.
- Assist in managing the hardware asset register, ensuring accurate tracking of laptops and mobile devices.



# About the Role Cont.

- Coordinate with external vendors such as our MSP, ISP's VOIP and SaaS platforms.
- Support the IT Manager with procurement of devices, software licences, peripherals, and consumables.
- Assist with gathering evidence for Cyber Essentials compliance (e.g., patching reports, antivirus logs).
- Ensure all queries are logged on the helpdesk and SLA's are upheld

## Documentation & Reporting

- Assist with the maintenance of up-to-date IT knowledge-based articles, FAQs, and self-help guides for staff.
- Document recurring issues and escalate trends that may indicate wider system problems.
- Keep asset and software licensing records updated to support audits and annual reporting.
- User Account & Security Management
- Create, modify, and deactivate user accounts
- Ensure correct licensing and applicable access permissions are granted
- Ensure software is patched correctly when required.
- Ensure antivirus software and security updates are applied
- Support implementation of IT security policies
- Support multi-factor authentication (MFA) setup and provide troubleshooting for authentication issues.
- Assist with monitoring device compliance through Microsoft Intune and reporting non-compliant devices to the IT Manager.

## Additional Responsibilities

- Help prepare and deliver basic digital skills training for staff (SharePoint basics, how to use Teams, safe password practices, etc.).
- Assist with onsite support at CCT locations during key events, meetings, or system upgrades.
- Any other ad hoc projects given to you by the IT Manager

**N.B.** This job description is not all-encompassing. Over time the emphasis of the job may change without changing the general character of the job. Your duties may be reviewed from time to time and revised and updated in consultation with you to reflect appropriate changes.

# Person Specification

## Assessment Methods:

Code	Assessment method	This means...
A	Application	You need to provide examples and evidence as to how you meet this criteria in your application.
I	Interview	You will be asked competency-based questions around this criteria at interview.
T	Test	This could be an ability test or group exercise assessing you against the criteria.
P	Presentation	You will be asked to prepare or give a presentation to demonstrate against this criteria.

Essential Criteria	Assessment
Experience supporting installations, upgrades and maintenance of IT hardware	A I
Effective oral and communication skills	A I
Experience supporting remote users and cloud-based systems (Microsoft 365)	
Understanding of cybersecurity best practices	A I
Previous or related experience working as an IT assistant or	A
Ability to explain technical issues in plain English to non-technical colleagues.	I
Able to be flexible, multi-task and demonstrate excellent organisational skills	I
Positive and approachable with an interest to support teams across the organisation	I
Experience of working with operating systems such as Windows 11 and Mac OS/iOS	A I
Good understanding of GDPR and Confidentiality	A I
Excellent problem-solving and troubleshooting skills	I
Ability to provide first line support for general IT queries	A, I

Desirable Criteria	Assessment
Qualification in IT or related field	A
Previous experience working with teams that are both in office and remote	A, I
Experience administrating SharePoint and Teams environment	A, I
Experience working in the public sector, heritage, or charity sector	A

# Additional Information



## **Pre-employment credit check**

For compliance purposes, any offer of employment for this position is subject to a pre-employment credit check. This is because this role involves working with our finance systems and confidential information.

## **Basic DBS clearance**

We are committed to safer recruitment practices. Any offer of employment for our positions are subject to Basic DBS clearance.

## **Lone working**

This role involves regular/occasional lone working. We have lone working procedures in place to support all staff undertaking lone working.

## **Health and Safety**

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974), and to ensure that agreed safety procedures are carried out to maintain a safe environment for employees, volunteers and visitors. All staff have a responsibility to manage risk within their sphere of responsibility.

All Trust employees are accountable, through the terms and conditions of their employment, and statutory health and safety regulations, and are responsible for reporting incidents, being aware of the risk management strategy and emergency procedures and attendance at training as required.

# Additional Information

## Data Protection

If you have contact with computerised data systems, you are required to process and/or use information held on a computer in a fair and lawful way. You are also required to hold data only for the specific registered purpose and not to use or disclose it in any way incompatible with such purpose.

## Safeguarding

We believe that everyone we come into contact with has the right to be protected from all forms of harm. We want everyone visiting our churches, volunteering with us, or working with us to have a safe and enjoyable experience. We will not tolerate abuse, maltreatment, or exploitation by or to our staff, volunteers, or members of the public. **We expect our staff to share this commitment.**

## Mandatory training (for all roles)

If successful, you will be required to complete mandatory compliance training including, but not limited to:

- Equality, Diversity, and Inclusion
- Bullying and Harassment for Employees
- Stress Awareness
- Mental Health Awareness
- Health & Safety Essentials
- Fire Awareness
- DSE Assessment
- GDPR UK Awareness
- Safeguarding Awareness
- Effective Remote Working (if applicable)



# How to Apply

## How to apply

If you would like to apply for this role, please click [here](#) where you will be directed to our online recruitment system. You'll be asked to submit a CV and a short supporting statement (max 2 sides A4) outlining how you fulfil the person specification for this post.

# Disability Confident Scheme

We are a Disability Confident Committed Employer. Candidates who declare that they have a disability and who meet the essential criteria for the job will be offered an interview.

If you have any queries about this role, or if you have a disability and wish to request a reasonable adjustment at any stage of the recruitment process, please email [recruitment@thecct.org.uk](mailto:recruitment@thecct.org.uk)



# Candidate Process

Apply for chosen role using the recruitment portal. Ensure to include a CV and a supporting statement.



You will receive an email either confirming we have received your application or that you are missing documents that need to be submitted in order for your application to be considered.



You will be sent an email from Thomas International inviting you to complete Psychometric Testing. In order for your application to be considered you will need to complete this before the role closes.



Once the role has closed, you will receive an email over the next coming days either inviting you to interview or confirming you have been unsuccessful.



If you are invited to interview, you will receive an email with the details as to the location, time and date, which you will need to confirm via the Recruitment Portal



Once the interview is complete and the panel have made their decision, you will receive feedback and a decision.



# Contact Us

If you have any queries about this role and would like to have an informal chat please email [recruitment@thecc.org.uk](mailto:recruitment@thecc.org.uk).

If you would like to speak to someone in recruitment about the Disability Confident Scheme or any other information about CCT or the process or provide feedback, please contact [recruitment@thecc.org.uk](mailto:recruitment@thecc.org.uk)

## Other vacancies

Thank you for your interest in this role, if you feel you could be interested in any of our other roles, please visit our website to find all of our open vacancies: [Vacancies - Churches Conservation Trust](#)

## AI Statement

Please note: The use of Artificial Intelligence (AI) tools or automated systems to prepare application materials or responses is not recommended. We value authentic, personally crafted applications that reflect your individual experience and skills.