Job description

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| Job Title: | Digital Systems Support |
| Department: | Support Services |
| Location: | Blewbury |
| Position reports to: | Digital Systems and Customer Experience Manager |
| Position responsible for: | N/A |
| Hours of work: | FTC 12 months – 40 hours per week – Monday – Friday 9am – 5pm |
| Salary range: | £25,000 - £30,000 depending on experience |

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| Role Purpose |
| As a Digital Systems Support within our team, your role is pivotal in supporting the Digital Systems and Customer Experience Manager across various key responsibilities. Your primary focus will be to contribute to the mapping of company systems, the implementation of digital solutions, ensuring a seamless customer experience, and managing system clearing and archiving processes. |
| Main Duties |
| **Mapping Support:*** Assist in mapping and documenting company systems and processes.
* Collaborate with the team to ensure comprehensive documentation for future improvements.

**Digital Solutions Implementation:*** Support the identification and implementation of digital solutions to enhance operational performance.
* Work closely with the team to streamline digital processes.

**Control Room Assistance:*** Contribute to the implementation of the control room, offering support for front-line operations and back-office systems.

**Collaboration and Learning:*** Collaborate with different divisions to comprehend emerging business needs.
* Participate in training sessions to enhance digital skills and knowledge.

**Adoption and Rollout Assistance:*** Assist in the adoption and rollout of new systems across the organisation.
* Provide support to ensure successful integration and user acceptance.

**Data Analysis Support:*** Aid in the collection and preparation of management information for presentation to business units and customers.
* Analyse data and contribute to generating reports.

**Data Management and Archiving Oversight:*** Manage system clearing processes to ensure efficient data management.
* Oversee archiving processes to maintain organised and accessible records.
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| Personal Specification |
| **Essential:*** GCSE or equivalent.
* Relevant experience in systems management.
* Demonstrated enthusiasm for digital systems and a keen eagerness to learn.
* Strong communication and interpersonal skills to effectively collaborate with team members and stakeholders.
* Ability to work collaboratively in a fast-paced environment, adapting to changing priorities and requirements.

**Desirable:*** Degree or coursework in business, management, or a related field.
* Any related experience, coursework, or projects showcasing familiarity with digital systems and their implementation.
* Exposure to training sessions or courses aimed at enhancing digital skills and knowledge.
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| This role provides a unique opportunity for professional growth, where you will work collaboratively with experienced professionals, gain exposure to impactful projects, and develop essential skills in the dynamic field of digital systems and customer experience. Your contributions will play a vital role in our journey towards digital excellence. |

*NOTE: This job description is not exhaustive and will be subject to periodic review. It may be amended to meet the changing needs of the business.*

Prepared by:

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| Name: | Ryan O’Regan | Signature: |  | Date: | 17 January 2024 |
| Title and/or Department: | Digital Systems and Customer Experience Manager |