

CMA I.T. Assistant Job Description

Terms and Conditions

£26K FTE pro-rata
16 hpw (2 days) flexitime
25 days pro-rata (5 weeks) paid annual leave (10 days)
Pro-rata Bank Holidays (4 of 8 paid)
Contributory Pension Scheme
IT working from home allowance
Mileage and travel expenses allowance
Perkbox employee benefits scheme
Company MacBook

* Additional hours may be available in the future according to business need.

Whilst this role is for an IT Assistant, CMA is particularly interested in candidates with a mid-long term interest in working for the charity, who could in due course take on more senior responsibility.

Location: Flexible remote / home working; whilst ideally the successful candidate would be based within daily commuting distance of Sheffield.

The role is subject to a six month probation period

Community Money Advice (CMA)

CMA is a charity rooted in Christian beliefs with a vision to reach out and help anyone with debt and money problems, without prejudice. We do this by working with churches and other organisations to establish local debt advice services run in and for the local community. CMA is therefore an enabler (envisioning communities and helping them establish services) and a service provider (offering a full range of support services to the local, affiliate centres).

CMA manages a broad range of customer facing and business development work, but underpinning all it is necessary that every member of the team is compassionately committed to helping people in debt. As a team, we expect high professional standards of us all, but we also believe we are people over and above being workers, and compassion and support underpin our relationships with each other and our customers (the affiliate centres).

CMA Values Statement

Being able to buy-into and feel aligned with an organisation's culture is as important as the skills required to undertake the role being applied for. The following is CMA's Workbook outlining our values and working practice, which are embraced by the CMA staff team. If invited to interview for this role, the first interview question will concern why and how you believe you will fit with, and can embrace, the statements in this Workbook (next page).

CMA Workbook

Question	Answer
Primary statement	CMA is God's charity. We are its servants and stewards
Why do we exist?	To help set people free from debt and give them hope for the future
How do we behave?	As servants. With integrity, compassion, humility, and professionalism
What do we do?	We provide set-up and ongoing services to enable churches and other organisations to run effective debt advice services, and help clients direct from the CMA Hub
How will we succeed?	By seeking God's will in all we do. By continually improving and developing customer driven services. By sticking to our values. By continuing to differentiate ourselves: people focused advice, no time constraints. By keeping the CMA team structure efficient. By all staff buying-in to our aims and values

IT Assistant Role

REPORTS

The role reports to the IT Manager, who in turn reports to the Chief Operating Officer,

The IT Assistant will also work collaboratively with

- The CMA staff team
- A small team of volunteers who form the Catalyst User Group (see Catalyst, below)
- Staff in the wider CMA affiliate network who need technical support with Catalyst

THE WORK

The IT Assistant role exists to support the IT manager, who is responsible for carrying out large projects and providing day-to-day IT support.

The IT Assistant will concentrate on providing day-to-day IT support, allowing the IT Manager to concentrate on one-off, major projects. Of course, there is some crossover from time to time, and as both the IT Manager and IT Assistant are part-time, a level of basic cover may sometimes be needed too – e.g. receiving reports of issues, and working out any urgency in terms of escalation.

Work broadly falls into the areas below:

Hardware/Software - Staff Support

The IT Assistant will:

- manage all device setup (hardware and software) for staff laptops and phones, providing first-line, end-user support as required.
- maintain the organisation's IT Asset Register – particularly used for Cyber Essentials accreditation
- monitor staff installation of OS and Software updates – using a mixture of automated and manual reporting
- Assist staff with commonly used applications - Google Workspace applications (Drive, Calendar, Keep etc.), Zoom, MS Office

Note: CMA predominantly operates on Apple hardware, although a small number of staff use personally owned Windows equipment under a 'Bring Your Own Device' approach.

Conferences and other network meetings

The IT Assistant will:

- Support the successful delivery of annual/regional conferences and meetings through the effective use of IT
- Work with other departments and venue IT teams, to provide IT equipment and support for videoing conference presentations, pre-recorded presentations, etc.
- Post event video editing

CMA Website

The IT Assistant will:

- be responsible for providing ongoing support with the content management of the main CMA website (this tends to be sporadic in nature)
- produce monthly reporting using Google Analytics

General

- Provide IT based resources to support CMA growth and departmental requirements
- Attend regular Team Meetings (usually virtual)
- Contribute to team decision making
- Act as IT rep on cross-functional project groups

Catalyst

Catalyst is CMA's bespoke case management software, used by the CMA Hub and our affiliate centres to manage casework with clients. It is a bespoke, cloud-based web application, developed in conjunction with our third party developer Practically iO.

Ongoing

In terms of Day-to-Day Catalyst Support (live environment), the IT Assistant may be asked to help troubleshoot IT-based issues reported by our affiliate network. This enables CMA to provide initial, basic support, and only bring in third-party paid-for support when required.

Project Support

Catalyst is currently undergoing a major application rewrite, due for launch in late 2023. This will include new and functionality, driven by consultation with the Catalyst User Group (CUG); changes in debt advice sector best practice; and any regulatory changes. This is currently hosted in a Test environment until we are ready to launch.

The IT Assistant will support the CUG by providing secretariat support for the group – helping convene meetings, track membership, attendance, and the distribution of agendas, minutes etc. They will also be required to carry out, and coordinate, periodic User Acceptance Testing.

Other IT Systems Development

The IT Assistant will, from time to time, be involved in developing and implementing other working systems (e.g. CRM, Telephones and VOIP), alongside the IT Manager.

THE SUCCESSFUL CANDIDATE

Requirements

- Demonstrable general IT literacy and skilled use of standard business IT tools, such as Google Workspace and Microsoft Office
- Demonstrable experience using and supporting others on MacOS and Google Workspace Admin Console
- An overview understanding of the debt advice landscape in the UK
- Demonstrable experience of effective IT project delivery
- Excellent written and oral communication skills
- Demonstrable experience of effective cross-functional working
- Experience of working remotely on your own initiative
- A clean driving licence and the ability to undertake some travel for work within the UK
- All CMA staff are required to attend and assist with the successful delivery of CMA's Annual Conference (face-to-face in Shrewsbury, over 2 days).

Location

- This role is primarily home-based with occasional travel to meetings and conferences.