



Job Description

Job Title: IT and Media Officer

Reporting to: IT and Media Supervisor

Job Purpose

A varied and interesting role, the postholder will work across Moore House Group, with responsibility for IT, Desktop Publishing and Events management.

IT: Responsible for the installation, configuration and maintenance of hardware, software, peripherals, servers (physical and virtual), network devices, whilst providing effective and efficient technical support to staff.

Events: Responsible for planning and implementation of all Group's events.

Desktop Publishing: Responsible for the design of user-friendly, appropriate and compelling visual media / multimedia content across all digital marketing channels.

Main Duties and Responsibilities

IT / Technical (50%):

- Ensure that IT systems, policies and procedures are robust and staff are well supported in the use of the IT hardware and software available to them, as well as being briefed on information handling and security matters to protect the organisations from cyber threats;
- Take responsibility of ensuring all users have systems training as required and maintain an inventory of all hardware, software and equipment assets;
- Review system software updates and identify those that merit action. Tailor system software to maximise hardware functionality;
- Production of IT support and knowledge base documentation;
- Day-to-day management of systems;
- Initiate and monitor actions to investigate and resolve any technical problems in systems, processes and services, and determine problem fixes/remedies;
- Provide advice and support on all Digital and IT equipment, software and services;
- Review systems activity and resource usage, optimise systems performance and forecast resource needs;
- Maintain existing, and develop new integration services to meet business demands;
- Prepare, review and maintain procedures and documentation for systems, contribute to the setting of standards for definition, security and integrity of system objects and ensure conformance to these standards;
- Maintain and develop telecommunications services and ensure highly effective methods of delivering connectivity are deployed.

Events (15%):

- Maintain the rolling events calendar;
- Propose, plan and ensure successful delivery of events including training courses, exhibitions, conferences and social activities;
- Responsible for co-ordination, organisation and budget for all events, including venue management;
- Post-event evaluation and budget reconciliation.

Desktop Publishing / Media (25%):

- Oversee and develop innovative and engaging media, social media and marketing campaigns as well as providing advice to colleagues across a wide range of communications activities;
- Management of social media sites, including Facebook, Twitter, LinkedIn;
- Website maintenance, including company blog;
- Co-ordinate internal and external communications;
- Provide engaging, coherent, and on-brand print and digital marketing materials, as well as other design requirements;
- Ensure accurate, timely production of high quality promotional and training materials;
- Design and distribution of regular newsletters;
- Record, edit and publish Group podcast content.

Other (10%):

- Provision of staff training where required;
- Develop and maintain relevant policies.

Person Specification

Qualifications

HND/Degree level in computing, graphic design / communication, infrastructure or electronics disciplines.

Experience

Essential:

- Excellent IT skills, including Google, MS Office, publishing software (eg Canva), website maintenance and social media;
- Experience of Wordpress website platform;
- Creative and innovative approach to graphic designing, expert skills in Adobe CC (In-Design, Illustrator, Photoshop, Premiere Pro and Acrobat);
- Knowledge of server management;
- Working knowledge of events management;
- Excellent written and verbal communications skills;
- Attention to detail, with high degree of accuracy
- Strong digital communications skills;
- Experience of working with and maintaining positive relationships with external providers.

Desirable

- Experience of preparing / delivering reports to senior management team, Directors, or equivalent;
- Project management skills;
- Knowledge of API Integration;
- Knowledge of Google AppScript.

Personal Attributes

- Excellent communicator and team player with the interpersonal attributes to develop good working relationships with a range of colleagues, internal customers and external suppliers;
- Effective organisational skills, administrative and IT skills, good time management and decision-making skills;
- Strong written and oral communication skills and a high sense of accountability in respect of overall performance;
- Ability and flexibility to handle competing priorities and a challenging workload, within a highly pressurised working environment;
- Ability to work independently, and act on own initiative;
- A 'can do' attitude and commitment to continuous improvement and continuing professional development.

Special Requirements

Eligible to work in the UK.

Full, clean UK driving licence with use of a vehicle with business insurance cover.