



The Circle, 33 Rockingham Lane
Sheffield
S1 4FW

Tel: 0114 253 6703

www.citizensadvicesheffield.org.uk

Support Services Supervisor (ICT and digital) – SSS 0321

28 hours a week (0.8 FTE) - £23,000-25,503 per annum pro rata

Citizens Advice Sheffield, one of the country's largest and most dynamic Local Citizens Advice, is looking to recruit an exceptional individual to manage our ICT infrastructure.

Reporting to the Head of Resources & Organisational Development, this role sits within our support services team, with a specific focus on maintaining and developing our ICT infrastructure and digital tools.

This is your opportunity to join us at an exciting time of transformation, as we move to Google Workspace for non-profits to host our key infrastructure alongside our three CRM systems and Zoom telephony & conferencing. Supporting a workforce of over 200 paid staff and volunteers with the ICT tools they need, you will play your part in supporting over 28000 people per year to access advice and advocacy support.

Our ideal candidate will:

- Have experience of managing Google Workspace or similar systems
- Have experience of working in or managing ICT systems in a corporate or charity context
- Have a relevant qualification equivalent at least to NVQ Level 3 (or equivalent)
- Have excellent communication and organisation skills
- Be as passionate about the communities we serve as you are about developing effective ICT and digital tools

Candidates who do not meet all of the essential items on the person specification may be considered, and could be appointed at a lower salary than that advertised with increases depending on progress in gaining qualifications and experience. If you're passionate about this, we want to hear from you.

We can offer you a supportive culture within a charity setting committed to social justice in which to develop excellent knowledge, skills and accreditation.



Citizens Advice Sheffield is the operating name of Sheffield Citizens Advice and Law Centre Ltd
Registered Office: The Circle, 33 Rockingham Lane, Sheffield S1 4FW
Company registration: 08616847
Charity registration: 1153277
Authorised and regulated by the Financial Conduct Authority: FRN 617731
Regulated by the Office of the Immigration Services Commissioner: N201300063
VAT number: 169 9524 53 Information Commissioner's Office registration: ZA019728

An attractive remuneration package with good terms and conditions of employment including: Flexible working; Pension scheme; Health Plan with integrated employee assistance programme.

For an application pack, please contact: applications@citizensadvicesheffield.org.uk quoting job reference SSS 0321 or go to our [website](https://citizensadvicesheffield.org.uk/get-involved/about-us/employment-opportunities/) <https://citizensadvicesheffield.org.uk/get-involved/about-us/employment-opportunities/>

Also note that, for your application to be considered, **you must complete an application form** (CVs will not be accepted) and send it to applications@citizensadvicesheffield.org.uk

We have extended the closing date for completed applications to:
9am Wednesday 21st July 2021

Please note that interviews will be held on Monday 2nd August 2021, via Zoom call.