

## Job Description

**Title:** IT and Business Systems Officer

**Reporting to:** Business Transformation Director

**Department:** Operations

**Scope:** Part-time (3 days a week), 12 month contract

**Location:** Initially remote working (with option to use our Covid-secure London office), but it is expected there will be a future requirement to spend part of your time at our London office.

**About the role:** This is a new role at London First that will play a key part in ensuring that our IT and business systems meet the needs of the organisation. The core of the role will be working closely with our outsourced IT suppliers and supporting our staff to get the most out of our existing technology, therefore both sound technical knowledge and strong interpersonal skills will be essential. This role also offers good opportunities to help identify and develop IT solutions across the organisation.

### Key Responsibilities:

#### IT support

- Manage the relationship between London First and our outsourced IT service provider, ensuring this service meets the needs of the organisation
- Basic set up of new equipment (in particular laptops and iPhones) for staff and maintaining equipment inventory
- Work with IT service provider to identify necessary updates and developments, plan and manage these including budget management, internal communication and training
- Support and advise staff on a range of IT queries and issues
- Contribute to the development of information security including policies, processes, guidance and training
- Plan and manage the future development of our IT estate including purchasing hardware, software and peripherals

#### Systems support (mainly Dynamics 365 CRM)

- Manage the relationship between London First and our outsourced CRM service provider ensuring this service meets the needs of the organisation
- Develop strong understanding of our CRM processes, working with different internal teams to develop the system to improve how we work
- Make basic changes to fields, views and forms on CRM as required



- Deliver basic CRM training for new starters and wider staff members, as required
- Work with CRM provider to identify necessary updates and developments, plan and manage these including budget management, internal communication and training
- Develop strong understanding of all our IT systems (finance, events, CRM) and maintain oversight of how these work together, identifying any opportunities or risks

#### IT and systems development

- Contribute to project work, including:
  - developing our ways of working to improve collaboration in a hybrid office/remote working environment
  - improving our data to inform business decisions (such as use of BI tools)
  - developing our data security processes and practices
- Identify future opportunities to develop our IT systems and processes to improve our ways of working to make them more effective and efficient including training, developing guidance and documentation.

## Selection Criteria

### *Essential*

- Good working knowledge of Office 365 and its capabilities
- Good working knowledge of standard office hardware, software and peripherals
- Ability to communicate with both technical IT specialists and non-technical staff
- Interest in, and ability to learn and develop a CRM database
- Experience of requirements gathering and identifying issues and opportunities
- Ability to build strong working relationships with internal staff and external suppliers
- Understanding of data usage, storage and security
- Ability to plan and manage own workload

### *Desirable*

- Budget management and account management experience would be desirable
- Experience with BI tools (such as Power BI)

### *To apply for this role*

Send a copy of your CV with a covering letter explaining why you think you are suitable to Tracy Weller, closing date for applications Wednesday 7<sup>th</sup> December 2020.

#### About London First

Our mission is to make London the best city in the world in which to do business. We operate as a business campaigning force, with over 200 members, and are uniquely placed to champion the city.

Over the past three decades, we've campaigned for the creation of the office of London Mayor and Transport for London, for Crossrail, for congestion charging and for expansion at Heathrow; we incubated Teach First and created the UK's largest annual jobs and careers fair for school leavers, Skills London.

Now, we are pursuing an agenda that will keep London at the forefront of global business, working with and for the whole UK: people, place, competitiveness and connectivity. *London First is an equal opportunity employer.*

*Our values support our vision of a truly inclusive, culturally and socially cohesive capital. We are committed to achieving and maintaining a workforce which represents the population from which we derive our business, in terms of age, disability, ethnicity, gender, religion and sexual orientation.*