

Job Description

Job Title:	IT and Digital Officer
Weekly Hours:	21 (over 3 to 5 days)
Salary:	Grade 7.1
Based At:	Plumgarths, Crook Road, Kendal, Cumbria LA8 8LX
Reports To:	Head of Facilities and Digital

Job Purpose:

The IT and Digital Officer is responsible for supporting the Head of Facilities and Digital in the efficient and effective maintenance, security and planning of the Trust's key IT / Digital assets to provide a safe, functional, cost-effective and legally-compliant environment for all staff, volunteers and visitors.

Working with colleagues, the post holder assists the development and introduction of the Trust's use of digital platforms and new technology applications.

Main Responsibilities and Accountabilities:

1. Information and Communications Technology

- Assist in procurement of IT and communications software, hardware, peripherals and support services.
- In conjunction with support rendered to the Trust by contractors, assist in providing software and hardware support for all Trust staff.
- Provide basic staff training in the use of general office equipment and software, including induction to IT and communication systems.
- Assist in ensuring all digital systems are secure from cyber attack. Ensure staff are trained and kept updated on current cyber threats. Support remote access for all staff, ensuring they have the appropriate training and support.
- Maintain secure daily backups of all data on the Trust's computer network file servers. Recover information requested by staff and volunteers.

- Assist in preventive measures and checking logs for emerging issues. Patching systems with new updates and security. Checking, maintaining, replacing and upgrading network components.

2. Digital Transformation

- Assist the Head of Facilities and Digital in identifying and researching new technological opportunities to transform the Trust's ways of working.
- Assist in designing, implementing and maintaining the Trust's webcams to increase community engagement in an immersive way.
- Research and deliver new *tap to donate* systems at remote sites with limited power and internet connection.

3. Supporting the Trust

- Perform any other ad hoc tasks in supporting the Head of Facilities and Digital as required
- Be proactive in increasing the Trust's membership and supporting external fundraising activities.
- Take responsibility for continuing personal professional development and training.
- Any other duties as required within the scope of the grade and role.
- All staff are ambassadors for the organisation, both internally and externally and are always expected to act in a professional manner and help to raise the profile of Cumbria Wildlife Trust.
- All staff are required to abide by organisational rules, policies and procedures as laid down in the staff handbook, adopt environmentally friendly working practices, set and maintain high personal standards of efficiency and customer care and foster a 'can do' culture based on ownership, initiative, teamwork and exchange of information.

Date: March 2026

Person Specification

Role: IT and Digital Officer

1. Qualifications & Experience

The post holder will be expected to have qualifications and recent and relevant experience in the following areas:

		Essential	Desirable
1.	Relevant experience or qualification in IT and/or Maths and English GCSE at grade 4 or above	•	
2.	At least two years' experience in an IT support or a similar role	•	
3.	Experience in the procurement of computer hardware	•	
4.	Experience with IT problem-solving	•	
5.	Good understanding of computer systems and security protocols	•	
6.	Understanding of GDPR principles and best practices		•

2. Knowledge & Skills

The post holder will have the following knowledge and skills:

		Essential	Desirable
1.	Hands-on experience diagnosing and resolving hardware, software, and network issues.	•	
2.	Experience managing and supporting Microsoft 365 tools (Outlook, Teams, SharePoint, OneDrive).	•	
3.	Working knowledge of Active Directory user administration (password resets, accounts, groups)		•
4.	Managing Windows Server environments		•
5.	Experience in Endpoint management		•
6.	Maintaining networking equipment (routers, switches, firewalls)		•

3. Personal Qualities

The post holder should possess the following:

		Essential	Desirable
1.	Able to maintain confidentiality	•	
2.	Flexible approach with a genuine willingness to help others	•	
3.	Effective and confident communicator	•	
4.	A commitment to helping others achieve their goals	•	
5.	Ability to work independently and as part of a team	•	
6.	Able to prioritise multiple tasks and workload	•	
7.	Full UK driving licence and access to a vehicle		•