Job Description – Systems Development and Support

Title:	Systems Development and Support	Salary:	£23,972-£26,013 FTE per annum depending on experience (+£3,000 for London Weighting)
Location:	Flexible but based at one of our regional offices: (Birmingham, Cardiff, Carrickfergus, Darlington , Edinburgh, Leicester, Lincoln, London, Newcastle, Nottingham, Southampton, St Helens, Wirral)	Hours:	Between 3 days (24 hours, 0.6 FTE) and 5 days per week (40 hours, 1 FTE)
Reporting To:	Head of IT & Solutions	Start Date:	August 2022
About the role:	Safe Families believe no one should feel alone and that everyone deserves to belong. Safe Families is a Christian charity consisting of a staff team of approx. 145 and 5,000+ volunteers and supporters. We offer hope, belonging and support to children, families and care leavers; we do this primarily, but not exclusively, with and through local churches. We are looking for a technologist with drive and passion to work within our current IT & Solutions team both supporting our growing userbase and developing new and enhanced solutions to their challenges. You'll need to be patient, good with people and able to explain as well as able to work in a small team and driving your own workload. The candidate will need to demonstrate their commitment to the Safe Families values of: **Love – *Loving abundantly*** – Supporting with hope, generosity and dignity **Belonging – *Building community*** – Establishing positive relationships that bring security and connection **Faith – *Trusting Boldly* -** Believing lives can be transformed and in a God who can do more than we can ask or imagine **Empowerment – *Enabling potential*** – Confident everyone has the ability to thrive **Humility – Serving together -** We know we can't do it alone, so we invest in strong, honest and honouring partnerships		

Job Summary:	This is a key staff role for us as you will join the team that look after the Safe Families systems that are used by 800 staff and volunteers per month as well as our external partners. You'll be part of the national team of Safe Families, serving across the whole staff team. You will work alongside the rest of the systems team as second-line user support, taking tickets through the Zendesk helpdesk system and working directly with the users to resolve their issue. You will also have the responsibility to proactively train users to empower them in their use of the systems both through induction, ongoing drop in sessions and tips posted through our Slack channels. Finally, you will also have the ability to and responsibility for direct development work in the system. This will be both bug fixing and developing of new features through dedicated projects that you will own. It might be an ideal role for a recent graduate, looking to get their first professional experience as part of a software team or for anyone that wants to use the technical skills to make a difference in the lives of families across the UK.
Work stream 1	**Second-line user support** • In terms of software this includes but is not limited to our in-house web-based systems (commonly referred to internally as 'the database'), Office 365, Slack, Zoom and Windows. • In hardware terms it's principally general hardware use so being able to guide on simple fixes for Android mobile phones, connect printers, troubleshoot connection issues. • We run on the Zendesk helpdesk system and so requests for help should come into the helpdesk and be reviewed by the Systems Administrator before being assigned to you as second-line support. You would then liaise directly with the user to resolve their issue in a timely and personable manner.
Work stream 2	**Proactive training of users in their use of systems** • As part of their induction with Safe Families each user receives two sessions introducing them to 'the database' plus a call on day 1 to make sure everything is up and running. You'd split these calls with the other Systems Development and Support team member(s). • Alongside this you'd be involved in our ongoing training offer to users including 'drop in' sessions when we share on a topic and welcome questions; our 'database tips' snippets via Slack; quarterly volunteer help drop ins and the quarterly 'database digest' round up of changes/tips/etc for the database. Part of the role will be to understand the regular issues you solve and use these to shape the training or enhancements work.

Work stream 3	**Bug fixes and enhancements for the current systems** • We are continuously improving our systems in-house and made over 500 changes to the code last year to enhance the user experience. Some of this will be driven by the immediate need to fix bugs whilst others will be looking at specific enhancement requests. • You will have responsibility to drive your own workload. If you find a bug then you're empowered to solve it. You'll also be part of the systems review sessions where we look at perennial issues or potential changes. You'll own projects that will drive improvements to the systems.
Other areas	• Take part in team meetings, prayer and devotions • Taking an active role in fundraising for the work of Safe Families. This includes, but is not exclusive to, engaging in finding monthly Financial Supporters, participating in sponsored events and helping Safe Families connect with local businesses. • To carry out any other reasonable tasks and activities appropriate to this post as directed by the Head of IT & Solutions
Essential experience and attributes:	• Passion for the vision of Safe Families • Approachable, patient and encouraging; able to work in a team • Ability and drive to problem-solve • Experience delivering to a deadline • Knowledge of and experience developing web-based systems • A general understanding of computer hardware and simple fixes for common issues. • An ability to remember and recall past solutions to issues.
Desirable experience and attributes:	• Knowledge of and experience developing systems built on PHP and MySQL. • Wider knowledge of programming frameworks that might be suited to the next generation of systems. • Experience of delivering end user training, both written and in person/on camera. • Experience of working within a software development and support environment, working as part of a small team.

Equality
Safe Families actively encourages applications from Black, Asian and minority ethnic background candidates

Screening:
For Safeguarding reasons the candidate will be screened through an Enhanced DBS check.