SUPPORT STAFFORDSHIRE

November 2026

Digital, AI and IT Officer

Recruitment Brochure









www.supportstaffordshire.org.uk



Welcome to Support Staffordshire

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Introduction

Message from the Chief Executive

Thank you for your interest in working for Support Staffordshire.

Put simply, we want the very best and most talented people to work for us. However, that doesn't mean just those with academic qualifications (though we like them too). It means those who bring experience from all walks of life, in the voluntary sector, from statutory organisations such as councils or the NHS, self-employment and from private business backgrounds. We also really value experience you may have from unpaid voluntary work, being on a committee, a parish council, as an unpaid carer or something else where you have gained skills and experience for life. We want you to perform at your best when applying, and at interview (if we are lucky enough to short list you) – so please just ask if there is anything that is not clear or that you are feeling unsure of.

Joining Support Staffordshire means joining one of the best employers in the county, with family friendly policies and an award-winning commitment to staff health and wellbeing. So, do take a minute to look beyond the salary, as we know working here won't make you a millionaire, but it might offer you priceless other benefits.

If working for us ends up being a match made in heaven you will get the opportunity to make a real difference to the lives of Staffordshire people. Often supporting the most marginalised to get on in life. Giving greater voice to communities and causes that you and others care about. We try our best to live up to our values in all we do, and they genuinely matter to us, so please make sure you read and absorb what they mean to you.



I look forward to seeing how your interest pans out, and meeting the successful candidate soon, so we can keep building a Stronger Staffordshire together.

Yours faithfully

Garry Jones
Chief Executive of Support Staffordshire

SUPPORT STAFFORDSHIRE

Our Values



Community Driven

We believe that people create their own futures together

We champion mutual understanding, collective learning & local decision making



Inclusive

We are fair & believe in the potential of everyone

We support everyone to achieve their goals, but focus on equity for marginalised people



People Powered

We are positive about people & their talents

We recognise everyone's skills, experiences, knowledge, connections, passion & potential



Trusting

We value empathy, integrity, transparency, & respect

We spend time & energy building relationships, listening, and collaborating



Ambitious

We are brave, inquisitive, imaginative, & adaptable

We continuously learn with communities, leading & dreaming big together



Sustainable

We are all responsible for a healthy & prosperous future

We ensure future generations can thrive as we do

Digital, AI and IT Officer

Permanent
37 hours a week
£29,000

Main base: Support Staffordshire Offices, Stafford or Uttoxeter (working patterns to be confirmed at offer), with one day per week based at the Zephi office in Rugeley

Would you like to be part of a dynamic, award-winning, local charity that helps communities to thrive? We're Support Staffordshire, a charity and membership organisation supporting more than 1,600 not-for-profit organisations across the county. We're looking for an IT professional with in-house support experience and hands-on experience administering both Microsoft 365 and SharePoint to keep our IT systems running smoothly and help staff and volunteers get the most from them.

You'll be our in-house point of contact for day-to-day IT, troubleshooting issues for staff and volunteers and working closely with Zephi, our IT support partner. You'll spend one day a week alongside their team in Rugeley, agreeing priorities, resolving issues and planning improvements. You'll also help roll out new systems and put our AI Policy into practice.

What you'll do

- Run day-to-day IT support. Diagnose user, access and application issues, work with Zephi on escalations and keep colleagues updated through to resolution.
- Administer Microsoft 365 and SharePoint. Manage user accounts, licences, groups and permissions. Configure SharePoint sites and document libraries and support file migrations to team and theme sites.
- Help implement new systems. Work with Zephi and internal system leads to configure and test CRM, HR and finance systems, check data quality and support integrations.
- Help teams adopt AI securely. Assess and configure tools for practical use, manage access and the approved tools register, and train colleagues on safe use and human review.
- Support cyber security and information governance. Help maintain access controls and audit records, respond to supplier and funder security questionnaires, and identify opportunities to reduce manual work.

What you'll bring

You'll have experience providing in-house IT support, working with an external IT provider and directly administering both Microsoft 365 and SharePoint. You'll be comfortable troubleshooting issues, managing accounts and permissions, prioritising competing requests and explaining technical matters in plain English.

Digital, AI and IT Officer

You'll also have experience implementing AI tools in an organisation and supporting their adoption, alongside an understanding of cyber security and data protection. You'll have worked on system implementation, data migration or process improvement. Experience with CRM systems or other cloud platforms would be useful, as would experience in the voluntary, community and social enterprise sector.

An Application Form and Equity, Diversity and Inclusion Monitoring Form can be found in the link below, along with the job description and person specification, please complete and return.

The person appointed will require:
Proof of right to work in the UK
Two satisfactory references

Closing date: Friday 18th December at 9am
Interview date: Friday 8th January 2027
(Interview travel expenses can be paid on completion of an expenses claim form and providing your bank details)



About Support Staffordshire

A strong & resilient voluntary sector creates a strong, resilient community
Our support enables this · Creating a Stronger Staffordshire

Our Mission

We deliver the four functions of Local Infrastructure as recognised and promoted by the National Association for Voluntary & Community Action (NAVCA):

1. Volunteering
   We empower neighbourhoods and communities

2. Capacity Building
   We increase skills & knowledge through great value information, advice & guidance

3. Partnerships & Collaborations
   We build resilient networks between charities, public and private organisations

4. Leadership & Advocacy
   We are the largest independent voice for voluntary, community and social enterprise organisations (VCSE) in Staffordshire

Our Aims & Objectives

Aim 1: Sustain & Develop the Four Functions of Local Infrastructure

Objective 1.1: Volunteering

- We empower neighbourhoods and communities

Volunteering is integral to thriving communities. We encourage & nurture volunteering opportunities, so that people can build connections & work together on things they care about, driving positive change locally

Objective 1.2: Capacity Building

- We increase skills & knowledge through great value information, advice & guidance

When local voluntary & community organisations have access to practical support, people & communities become more resilient & able to flourish. We provide training, resources & advice to facilitate community development.

Objective 1.3: Partnerships & Collaboration

- We build resilient networks between charities, public and private organisations

We create opportunities for collaborative working by building networks & partnerships between local organisations & strategic partners. Through nurturing these relationships, communities are better equipped in both the development of ongoing projects & times of crisis.



About Support Staffordshire continued

Objective 1.4 – Leadership & Advocacy

- We are the largest independent voice for voluntary, community and social enterprise organisations (VCSE) in Staffordshire

We are leaders in our communities, strengthening our sector's voice & influence on key decision-makers & funders. We support & empower vulnerable & marginalised communities, working towards a more equal society.

Aim 2: Evidence Informed Opportunities:
Acting within our vision & values, operating with particular regard to our role as Leaders of place, working in Partnership & Collaboration, we will seek opportunities for a Stronger Staffordshire, rooted in evidence of need & assets of communities.

Aim 3: Local Infrastructure Collaborations
Working collaboratively with near neighbour and nationally relevant Local Infrastructure Organisations to strengthen the LIO sector, and for mutual benefit.

Aim 4: Operational Excellence
Working to achieve continuous improvement that benefits the organisation as a whole. All personnel, members and stakeholders receive the best possible experience when working for and with Support Staffordshire.



Why work for Support Staffordshire?

We offer a wide range of benefits to support our staff:

Pension
We operate a workplace pension scheme. Minimum 5% employee contribution and we will add 3% employer contribution. We also offer a pension salary sacrifice scheme. Your contribution (minimum 5%) will be deducted from your gross pay before Tax and National Insurance - this reduces your national insurance contribution.

Annual Leave
Enhanced Annual Leave entitlement of 36 days. All full time Support Staffordshire employees are eligible for 28 days paid holiday in addition to the 8 days statutory bank holidays. Part Time Employees holiday entitlement is calculated on a pro rata basis.

Bank Holidays for Religious or Cultural Observance
Of the eight bank holidays, five originate in the Christian religion. Any employee may request to switch one or more of the five standard 'Christian origin' bank holidays for a day off linked to their own religion or cultural beliefs.

Sick Leave
Enhanced sick leave pay. Up to 6 weeks full pay, six weeks half pay for those over 2 years' service.

Flexi-time Scheme
We operate a flexi-time scheme. We have core working hours. Outside of these core hours employees may vary their start, lunch and finish times to suit personal circumstances.

Charity Worker Discounts
As an employee of a charity, you can sign up to 'Charity Worker Discounts', offering a wide range of discounts from shopping and restaurants to flights and hotels.

Hybrid/Home Working
We provide a non-contractual home working agreement for our employees. For a full time employee, we would generally agree 2 days from home and 3 days in the office (pro rata for part time employees) depending on the role and the business needs.

9 day fortnight & 4.5 day working week
We offer both these options for all full time staff.

Training
Our staff are the core of what we do. We believe in offering training opportunities applicable to job roles to help our staff achieve their career aspirations.



Why work for Support Staffordshire? continued

Family Friendly Leave Policy
We have an extensive Family Friendly Leave Policy which outlines our support in different leave situations, such as, carers leave, emergency leave for dependants, parental leave, domestic abuse/relationship breakdown leave. As standard we offer one day paid leave when these situations arise to allow our employees to make other arrangements. We offer eligible fathers (or equivalents) enhanced 6 weeks paid paternity leave.

Wellbeing at Work Policy
We have a Wellbeing at Work Policy pledging our commitment to our employees Health and Wellbeing. Outlining our initiatives and support.

Our Pledges & Commitments
We are a Disability Committed Employer, an Endometriosis Friendly Employer and signed the Menopause Workplace Pledge. We are committed to supporting our employees at every stage of their career. We are proud to take positive action in our workplace for our employees Health & Wellbeing.

Awareness Sessions
We provide awareness sessions throughout the year, covering a range of wellbeing topics, such as menopause, bereavement, neurodiversity and mental health.

Listening Ears Programme
We provide our employees with the Support Staffordshire Wellbeing 'Listening Ears' service. Our trained team members are there to listen, show kindness and signpost employees to the right support.

Counselling Service
We provide our employees with a free counselling service through an external provider.

Eye Tests
Employees who require an eye test predominantly in relation to the potential or actual need for glasses at work (usually for computer usage), may claim for the cost of a standard eye test.

All Staff Days
We believe the key to a thriving, happy, productive workforce is supporting each other, staying connected and communication. To help enable this, we have two All Staff Days per year.



Job Description

Job title: Digital, AI and IT Officer

Salary: £29k per annum
Hours: 37 hours per week, (5 days per week, or 4.5 day and 9 day fortnight options available)

Contract: Permanent

Location: Main base: Support Staffordshire Office, Stafford or Uttoxeter (to be confirmed at offer), with one day per week based at the Zephi office in Rugeley

Travel: Travel expenses may be claimed for attending places over and above the contractual place of work. If traveling for work purposes, the amount of miles usually incurred from commuting to the place of work should continue to be deducted from any expense claim.

Line Manager: CPAO

Line Management of: N/A

Budget/Income: N/A

Disclosure Required: N/A
Barred List Check Required (regulated activity only): N/A

The person appointed will require, proof of right to work in the UK and two satisfactory references.

Job Overview: The post holder will lead day-to-day delivery of Support Staffordshire's digital, AI and IT services, working as part of the Digital & AI Transformation (DAIT) programme. The role will manage the relationship with our outsourced IT support provider, support the safe and effective use of Microsoft 365 and our wider systems, and help staff make practical, secure use of artificial intelligence in line with our AI Policy. The post holder will work closely with system leads across the organisation to support the rollout of new core systems, and will help staff and volunteers to make the most of the technology available to them.



Job Description continued

Key Responsibilities:

1.Ensuring Support Staffordshire services are consistent with our stated values.

2.Ensuring where appropriate, that volunteers are involved in delivering our services.
3.Ensuring effective cross-organisation working in order to meet our aims and objectives.

4.Manage the day-to-day relationship with our outsourced IT support provider, monitoring service delivery against the agreed service levels, raising and tracking issues, and reporting performance to the Chief Public Affairs Officer (CPAO).

5.Administer and support Microsoft 365 and SharePoint, including user access, licences, permissions and the organisation's document structure, working with colleagues on the migration of files to team and theme sites.

6.Support the CPAO and Zephi with the rollout of DAIT (Digital, AI and IT) systems, including the CRM, HR and finance systems, by acting as a point of contact for system leads, helping to test and configure systems, and supporting data quality and integration.

7.Lead on the practical implementation of the AI Policy, including advising colleagues on appropriate use of AI tools, maintaining the approved tools list, and supporting staff training.

8.Following completion of the core DAIT systems rollout as a task and finish piece of work, maintain the rollout and use of AI-created content, including copyright and licensing, brand use and AI templates.

9.Support the organisation's cyber security and information governance, including responding to supplier and funder security questionnaires and maintaining records for audit purposes.

10.Identify opportunities to improve digital processes, reduce manual work and make better use of existing systems, and help prepare business cases for investment in new technology.

11.Ensure information, records and communications are accurate, timely, accessible and managed in line with data protection and information governance requirements.

12.Work across Support Staffordshire and with VCSE organisations and partners to share good practice and support digital inclusion across the sector.

13.To undertake other reasonable duties as agreed with the line manager.



Person Specification

Some studies suggest that minoritized groups only apply when they meet all or almost all criteria. We don't expect you to have everything we are asking for. We encourage all candidates to consider the range of transferable skills and experience they have, as well as your commitment to learn and develop new skills and knowledge once in the role.

1.Able to demonstrate Key Skills required of all Support Staffordshire staff

- Positive work ethic, dependable and conscientious
- Flexibility, use of initiative and good time management
- Collaborative and outcome focussed
- Working to plans, policies & procedures
- Applies equality of opportunity
- Proactive in personal development
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2.Capable of undertaking physical tasks, such as manual handling as required for the role, notwithstanding reasonable adjustments and support.

3.Experience of administering Microsoft 365, SharePoint or similar cloud platforms, including user management, permissions and security settings.

4.Experience of managing a third-party IT or managed service provider, including monitoring performance against service levels.

5.Good working knowledge of AI tools and their practical application in the workplace, including opportunities to improve productivity, service delivery and organisational processes.

6.Understanding of responsible AI use, including data protection, confidentiality, bias, accuracy and the need for human oversight.

7. Experience of implementing and embedding AI tools within an organisation, including identifying suitable uses, assessing and configuring tools, managing access and permissions, and integrating AI into existing systems and workflows. Able to develop practical guidance, support staff adoption and evaluate the benefits and risks of implementation.

8.Understanding of cyber security and data protection good practice, and experience of completing security assessments or questionnaires.

9.Able to explain technical matters clearly to colleagues who are not technical, and to deliver training or guidance to groups of staff.

10.Highly organised, able to manage multiple strands of work simultaneously, balancing priorities, deadlines and competing demands effectively.

11.Experience of working on system implementation, data migration or process improvement projects.

12.Excellent communication skills, both verbal and written.

13.Able to engage with people from varied backgrounds appropriately in person, by telephone and email.

14.Knowledge and experience of working with the VCSE sector, desirable but not essential.

15.Willing and able to travel across Staffordshire as required, using own transport or public transport.



Application Process

To apply for the role, please complete the Application form and EDI form accompanying this brochure.

Please send your completed forms to:

recruitment@supportstaffordshire.org.uk

Closing date for applications:

9am Friday 18th December 2026

Interview date:

Friday 8th January 2027