



Job description

Job title:	Systems (& Data) Support Officer
Responsible to:	Systems and Data Manager
Group(s):	Systems
Activities:	Digital products, Data and IT
Salary:	WCVA Grade £27,914 rising to £29,043 per annum following successful completion of a probation period.
Contract length:	Permanent
Annual leave:	25 days per annum, plus bank holidays, plus five discretionary days.
Hours:	35 hours per week; flexibly.
Superannuation:	WCVA provides a contribution of 9% of your annual salary to its approved pension scheme.
Welsh Language category:	Desirable.

AIM OF THE POST

As a Support Officer within the Systems group you will support WCVA to make a step change in how we develop and operate our processes, IT, data and digital systems.

You will actively contribute to all the activities across the Systems group as required to deliver on our aims, working collaboratively with colleagues and external partners, providing responsive and supportive user engagement.

MAIN DUTIES

- Build positive working relationships with system users, understanding their needs and helping them get the most from WCVA's digital tools.
- Provide day-to-day support for WCVA funding management platforms, monitoring shared inboxes, responding to queries, and coordinating solutions in collaboration with colleagues and suppliers.
- Carry out routine user administration tasks across digital systems, including resetting passwords, managing user access, and supporting users with account related queries.
- Undertake data maintenance activities, including basic data cleansing, validation and de duplication, to support data quality, reporting accuracy and system integrity.
- Work collaboratively with colleagues and external suppliers to support the development, improvement and maintenance of WCVA and TSSW digital systems.
- Provide general IT and systems support to staff, helping troubleshoot issues and coordinating with external IT providers where needed.
- Actively contribute to the work of the Systems group, supporting the delivery of projects and service improvements aligned with organisational priorities.
- Help identify opportunities to improve user experience, sharing feedback and suggestions to enhance systems and processes.

This is not an exhaustive list. The post holder may be asked to carry out additional duties from time to time or, as required, by the developing needs of the service or organisation.

PERSON SPECIFICATION

The following are **essential skills** (candidates who cannot demonstrate these will not be short listed)

1. A commitment to WCVA's purpose.
2. A commitment to foster a culture of equity, diversity, inclusion, and anti-racism where everyone feels they belong. This requires actively challenging discriminatory practices, creating an environment where each individual has equal opportunities to thrive, and valuing diverse perspectives.
3. Experience of working in a support, coordination or customer-focused role, such as a front-line service desk.
4. Strong organisational skills with the ability to manage multiple tasks and priorities
5. Experience of working with data, including data entry, checking accuracy and maintaining data quality
6. Strong communication and interpersonal skills, with the ability to explain technical issues clearly, build positive internal and external working relationships and provide high-quality customer care
7. Ability to work independently and as part of a team, using initiative while knowing when to seek support
8. Experience of supporting users with common digital tools (e.g. Microsoft 365 or similar platforms)
9. Problem-solving skills and an inquisitive approach to troubleshooting issues.
10. Ability to handle sensitive information appropriately and work in line with data protection requirements

The following are **desirable skills** (these skills are preferable, and would enhance the application)

1. Microsoft report builder knowledge.
2. PowerBI knowledge.
3. The ability to communicate in Welsh; the appointed candidate is expected to display an awareness of and support for the Welsh language