

Systems Support Officer

Job Pack

► April 2025

for healthy East London lives

A decorative graphic consisting of three overlapping right-pointing chevrons in teal, purple, and dark blue.

Welcome

Thank you for your interest in joining Barts Charity.

At Barts Charity, our vision is to provide life-changing improvements to health for the people of East London. We're committed to funding around £150 million in new projects over five years (2022-2027) in key areas of research and healthcare, which makes us one of the biggest medical/health funders in the country.

Our funding extends across Northeast London in five hospitals and two universities and is very varied in its scope. Our funding awards range across things like providing state of the art surgical robots, creating a healthy ageing research unit, funding clinical staff to undertake research and our Everyday Impact scheme where small changes can make a big difference. From the large to the small, all of our funding is motivated by one thing – improving the health of the people of East London.

The efficient use of technology and the ability to leverage significant quantities of data are paramount in driving the engagement with Barts Charity's partners and supporting staff to fulfil their roles. As Systems support officer you will be instrumental in enabling that in Barts Charity.

Our total staff number ca. 45 people and we work hard to promote our values of one team, ambition, openness and accountability. In our latest staff survey, 100% of the respondents said they were proud to work at Barts Charity and that it was a safe and inclusive environment.

I'm extremely proud to be part of the team and of everything we've achieved so far. If you would like to join us, please read on to find out more about the role.



Prabhakar Sundaresan
Director of Finance and Resources



An aerial photograph of East London, showing a dense urban landscape with a mix of residential buildings and modern skyscrapers in the background under a clear blue sky. A decorative graphic of overlapping teal and purple shapes is visible in the bottom-left corner of the image area.

About Barts Charity

For healthy East London lives

As East London's oldest healthcare charity, we've been at the forefront of advancing healthcare in our community for hundreds of years. The hospitals we support strive to provide excellent care to their patients, through the highs and lows. Yet too many people's lives in East London are affected by ill health.

As the dedicated charity for Barts Health NHS Trust, we support St Bartholomew's, Whipps Cross, Newham, The Royal London, and Mile End hospitals. We're also partnered with the Faculty of Medicine and Dentistry at Queen Mary University of London and the School of Health Sciences & Psychological Sciences at City, St George's, where we fund world-leading medical research.

Together with our partners and supporters we make better healthcare possible. We invest in inspiring people and projects that have the greatest impact on the health and lives of local people. And as our local community is one of the most diverse places to call home, what makes a difference in East London has the potential to touch lives across the world.

For more information about Barts Charity, please visit our [website](#).

We are committed to Professional development

At Barts Charity, we prioritise continuous learning and professional growth, ensuring our staff have access to both group and individual development opportunities so that staff make the best contribution they can, enjoy good job satisfaction and progress their careers.

Regular training sessions cover a range of hard and soft skills, including Unconscious Bias, Feedback, Assertiveness, and EDI Awareness. We also offer tailored programmes like a New Manager Bootcamp and Fundraising Skills training.

Employee wellbeing

We support wellbeing through a culture that encourages open conversations about wellbeing and mental health, internal support for both staff and their managers, and access to external support via our Employee Assistance Programme.

All new starters will be assigned a buddy who will support them during their induction.

EDI and Inclusive Recruitment

We want everyone connected with Barts Charity to feel valued and respected. We will create and sustain a truly inclusive culture where everyone feels they can contribute. We know that this will take action, and we must keep working at it. Find out more about our [Commitment to Equity, Diversity, and Inclusion](#).

In 2024 we conducted an Inclusive Recruitment Audit and delivered Inclusive Recruitment training for Hiring Managers to ensure our process is inclusive. We will continue to build on this into 2025.

We welcome applications from candidates of all backgrounds. As a Disability Confident Committed employer, we actively recruit, retain, and support individuals with disabilities and long-term health conditions, and make adjustments to ensure equal opportunities during recruitment and beyond.





About the role

Systems Support Officer



Role overview

Job title	Systems Support Officer
Salary	£39,000 – £45,000 (based on experience)
Contract	Permanent
Location	Ground Floor, 12 Cock Lane, London EC1A 9BU – Fully accessible office.
Hybrid Working	Hybrid working, 2 days mandatory in the office (Tuesdays and Wednesdays) plus on-site support for Board and Committee Meetings (approximately 15 days a year). Other days remote.
Flexible Working	37.5 hours a week. Core hours 10am to 4pm Flexible working requests will be considered
Department	Finance & Resources
Reports to	Stephen Brown (Senior Systems Manager)
Annual leave	30 days plus bank holidays
Pension	10% employer's contribution
Benefits	Subject to completion of 6-month probation: <ul style="list-style-type: none">• Interest free travel season ticket loan• Private healthcare insurance (taxable benefit in kind)• Employee Assistance Programme• Social events within office hours



Hiring Manager – Stephen Brown, Senior Systems Manager

Experienced Technology professional who joined the charity in 2023 after 15 years in the city. Main responsibilities include Supplier Relationship Management, Cyber Security, Salesforce and Information Governance.



What does the role involve?

Overview

The efficient use of technology and the ability to leverage significant quantities of data are paramount in driving the engagement with Barts Charity's partners and supporting staff to fulfil their roles. Over the past two years, significant progress has been made in stabilising the technology platform, improving relationships with key external providers and bolstering the Charity's cyber security defences. These improvements have also been accompanied by increased demand on technology and data from Barts Charity staff. We are growing the team in order to best accommodate this demand.

Job purpose

Reporting to the Senior Systems Manager, the key focus of the Systems Support Officer role is to provide support to Barts Charity staff on all aspects of their usage of systems and data

Key role deliverables

- Provide support for Salesforce.com i.e. Configuration, Reporting, Data Loading
- Support Hybrid / Online meetings for all staff
- Support the usage of all software used e.g. Microsoft Office 365, Adobe Acrobat
- Support use of Artificial Intelligence tools e.g. Microsoft Co-Pilot, Chat GPT
- Manage fortnightly on-site IT MSP resource (Acora One)
- Manage requests for system licenses
- Assess and implement ideas for continuous improvement





Who we're looking for an officer who



Key Skills

- Is a team player with a flexible and pro-active approach to work with the ability to work autonomously, but will seek guidance when required
- Has the ability to work in a fast pace challenging and demanding environment, to deal with changing priorities and remain calm under pressure
- Is proactive in suggesting new ideas and identifying areas for improvement or enhancement
- Is excellent at stakeholder and user interaction at all levels and at communicating with senior management
- Has the ability to analyze the root causes of issues and employ diverse strategies to find effective solutions

Key Experience

- Has Minimum 2-3 years in a desktop technology support role
- Is familiar with Salesforce.com (min 2 years experience and / or has achieved certification(s))
- Has experience of supporting the Microsoft Office 365 suite of applications & Adobe
- Is experienced with meeting software such as Microsoft Teams, Zoom, ClickShare and meeting hardware e.g. cameras, microphones & speakers



How to apply



The application process

Please send your CV and a supporting statement (of no more than 2 A4 sides), highlighting how you meet the key skills and experience required for the role as outlined in the Job Pack.

Please send these to: Zak Harvey Z.Harvey@lawrenceharvey.com

Deadline for applications: 25th April 2025

First competency-based panel interview (virtual): w/c 28th April 2025

If you would like to discuss this role before applying, or if you need any adjustments, please contact: Stephen Brown stephen.brown@bartscharity.org.uk

We are a friendly, diverse, and inclusive team and are committed to having employees that represent all communities. We welcome applications from people from all identities and backgrounds and we particularly want to encourage people from under-represented groups to apply to work with us.



Barts Charity is a **Disability Confident Committed** employer.

We will offer an interview to a fair and proportionate number of disabled applicants that meet the minimum criteria for the job. If you wish to apply under the Disability Confident campaign, please clearly note this in your application email.





Thank you

bartscharity.org.uk



Registered charity no. 212563

 for healthy East London lives

