Job Description: IT and Facilities Officer

Medical Research UK

A 12-month fixed-term contract.

You will provide an IT support and office facilities management service.



Working for Medical Research UK

We're more than just a team, we are a movement powered by researchers, health professionals, partners and people like you who want to help build a fairer and more equitable medical future for every mind and every body. We are excited about the work we do and the impact it has.

The role

Medical Research UK's mission is to drive the life-changing advances of tomorrow, by laying the foundations for ground-breaking new discoveries today. We know that many health conditions are overlooked and underfunded, that new health threats will continue to arise, and that there will always be a need for high-quality, high impact medical research. But to continue funding life-changing research, long into the future, we need to ensure that our office operates efficiently and effectively and our team are supported with a first-class IT support and facilities function.

What you will do

You will:

Provide IT support by

- Acting as the primary **contact for staff and visitors with IT-related matters**, resolving common IT issues where possible; coordinating, monitoring and escalating issues which have been referred to the IT Helpdesk managed by the IT service provider.
- Acting as the **primary contact with the IT service provider** including attending regular meetings with the IT Service Business Partner; liaising with the provider to resolve problems with office equipment or software (e.g. video conferencing services).
- Working with the IT service provider to **develop bespoke processes** where these cannot be accommodated through existing systems.
- Supporting **organisation-wide rollouts** of IT hardware and software.
- Championing **cyber security** best practice across the organisation, promoting staff awareness and engagement through training, learning opportunities and initiatives including those provided by the IT service provider; identifying and implementing opportunities to strengthen cyber security practice.
- Ensuring all **IT equipment** (including peripherals) provided to staff, and held in reserve, is recorded and accounted for.
- Delivering **training and developing training guides** on IT equipment and software.
- **Starters and leavers**: setting up new starters by liaising with the IT Service Provider to provide laptops and accounts; setting up the laptops including installing fonts, logos, default autosignatures etc; setting up users on distribution lists (i.e. email and chat services); inducting new staff on the use of IT equipment and software; arranging the closure of accounts of leavers, managing the retrieval of IT equipment.
- Identify and deliver business-wide **operational efficiencies** and improvements by refining existing, and supporting the establishment of new business policies and processes and utilising new technologies.

Facilities

- Act as a **Display Screen Equipment** (DSE) Assessor for office and remote working locations, identifying workstation-related risks, recommending adjustments and equipment, maintaining

assessment records, monitoring completion of assessments, and ensuring actions are implemented in accordance with organisational health and safety requirements.

- **Maintaining the office**, including liaising with the building management company, reporting faults and service issues, ensuring these are satisfactorily resolved or escalated for managerial input; arranging the activation and deactivation of secure access fobs for staff; promptly reporting any health and safety issues for resolution by building management; liaising with external service providers to ensure the effective servicing, maintenance and repair of office facilities, fixtures and equipment including plumbing, the filtered/boiling water tap system, cleaning and waste management services, H&S equipment and supplies including fire prevention/detection/fighting equipment, and other service contracts.
- Coordinating the day-to-day **administration of the office** ensuring an efficient, cost-effective, safe and pleasant working environment for staff and guests through the provision of daily office services and maintenance, secure access management, meeting room management, and provision of workstations; troubleshooting facilities issues as they arise, escalating as necessary. Ensuring a first-class customer service experience for those who contact the charity by telephone, email or website.
- Supporting the **Health and Safety** Officer (HSO) in discharging their responsibilities by monitoring the office environment for potential health and safety hazards, such as spillages, trailing cables, damaged fixtures or equipment, and other conditions that could cause injury or harm, taking appropriate remedial action where possible and promptly reporting or escalating ussies requiring further attention; carrying out health and safety inductions for new starters where the HSO is not available.
- Serving as part of the charity's **fire marshal and first aider** team.

In addition, you will also

- Undertake various projects as required.
- Carry out any other reasonable duties.
- Identify opportunities to continually improve our work.
- Support the implementation of policies and practices which put environmental sustainability at the forefront of our business operations and our office.

Who you will work with

You will work in the Operations Team.
You will report to the Facilities and Operations Manager.

About you

Who you are

You are inspired by our vision of a world where medical research improves health for everyone and you are committed to working with our exceptional team to help us achieve it. We are guided by four values that underpin everything that we do, and we will be looking for these in you too:

- Bold – we think big and embrace challenge, for the sake of people who need research breakthroughs most.
- Expert – we uphold the highest standards in all our work. We think deeply, act thoughtfully and

ensure every decision is rooted in evidence and insight.

- Human – we always support each other as colleagues; we are approachable, respectful and generous with our time, just as we are for people living with overlooked health conditions.
- Driven – we bring energy and commitment to our work, always going the extra mile to get things done.

What you will bring to the role

You will have experience of:

- Providing IT support.

You will be able to:

- Demonstrate a good level of general IT skills including basic 'backend' IT administration (e.g. Printer setup, user account settings etc), and the ability to assist others with resolving common issues.
- Confidently work with the Microsoft 365 package (specifically excellent M/S Word, and good M/S Excel, M/S Teams, M/S SharePoint).
- Find solutions to problems and take responsibility for ensuring these are resolved.
- Build and maintain effective working relationships with suppliers and other key stakeholders.
- Collate and assess information to support activities such as procurement etc.
- Communicate clearly in writing and verbally with colleagues and other stakeholders.
- Work in an organised and methodical manner with good attention to detail.
- Work under pressure and meet deadlines.
- Multi-task and prioritise your work, respond flexibly to work priorities and requests.
- Work confidently in a team and be self-motivated to work alone.
- Provide excellent customer service.
- Negotiate and manage relationships with external providers such as trades people and cleaners.
- Bring a sense of ownership to ensuring the office is well maintained and an enjoyable work environment for our staff and guests

You will have:

- A willingness to undertake training within the first three months of the role on: Workplace First Aid, Fire Safety, DSE Assessor certificates.