AGE UK BOURNEMOUTH, POOLE & EAST DORSET

JOB DESCRIPTION

POST TITLE: IT & Data Officer

SALARY: **£21,323pa (£32,873 FTE)**

HOURS: 24 per week (Monday - Thursday)

LOCATION: 698/700 Wimborne Road, Winton, BH9 2EG

LINE MANAGER: Chief Executive

RESPONSIBLE TO: Chief Executive & Chief Operating Officer and Trustees of Age UK BPED

JOB PURPOSE: To provide first line IT support and develop and deliver a robust data and reporting framework across Age UK BPED

MAIN TASKS - IT

- To diagnose and rectify any first line IT issues, such as creating accounts on office 365 system, password management, folder allocations, cameras for teams' meetings, etc.
- Liaise with our external IT company to escalate issues if they cannot be rectified.
- Provide end user desktop support to staff.
- Provide day to day management of our office 365 system.
- Setting up and configuring new laptops & desktops
- Installing authorised software to laptops and desktops
- Liaise with our external IT company regarding security and upgrades to laptops, desktops, and network.
- Troubleshoot, diagnose and solve desktop, laptop, and system problems, including Wi-Fi and issues with our EPOS systems and other equipment like our franking machine & photocopier.
- Antivirus installation to desktops & laptops if required.
- Printer installation and set up.
- Day to day management of our booking system
- Liaise with Business Support Manager regarding our photocopier and configuration to our network.
- Provide support and set up email accounts on mobile devices.
- Review, implement and oversee phone lines, internet and till solutions for our shops. Ensure that our Office 365 is complaint.
- Ensure appropriate technical controls are in place (e.g. encryption, multi-factor authentication, backups, device management, antivirus) and regularly reviewed.
- Liaise with the Chief Executive to ensure our IT polices are up to date and compliant

February 2026

- Liaise with our external IT company regarding cyber security
- Lead or support IT and data projects such as system implementations, upgrades, migrations and integrations
- Pilot and evaluate new tools and technologies where they can improve service delivery, communication, digital inclusion or productivity

MAIN TASKS - Phone System

- Review our current phone system and look for alternative solutions that are cost effective and efficient, this could be migrating to teams' callings via our office 365 system
- Set up and migrate the phone system giving support/training to staff.
- Day-to-day management of our phone system.
- Provide data and reports regarding call volumes, etc.

DATA

- Lead the development and maintenance of a robust data and reporting framework across Age UK Bournemouth Poole and East Dorset
- Work with our senior management team to define key performance indicators and reporting requirements (service usage, outcomes, waiting lists, volunteer engagement, HR metrics etc)
- Design and produce regular dashboards and reports to the senior management team.
- Extract data and analysis data from our CRM systems and to provide insight, identify trends which support decision making.
- Support our management team to interpret and use data for service improvement, funding, contract management, and impact reporting.
- Develop simple guides, templates, and training to improve the quality and consistency of data entry and reporting.
- Ensure that systems and processes comply with GDPR regulations.

GENERAL

- Promote a positive, helpful, and solution-focused IT and data culture across the organisation.
- Actively contributes to a positive, collaborative team environment.
- To adhere to all Age UK BPED policies and procedures.
- Promote equality, diversity and inclusion in all aspects of their work and challenge discrimination or poor practice.
- Treat all information obtained in the course of employment as confidential, and act in accordance with data protection requirements.
- To undertake any other reasonable duties as requested by Chief Executive, Chief Operating Officer and the Board of Trustees.

The job description is not intended to be exhaustive. The post holder will be expected to adopt a flexible attitude to the duties which may have to be varied (after discussion with the post holder) subject to the needs of the organisation, and in keeping with the general profile of the post.

February 2026

Person Specification

IT & Data Officer

	Essential	Desirable	Evidenced by
Strong technical understanding of Microsoft 365 (Outlook, Teams, SharePoint, OneDrive, etc.)	x		Application/interview/references
Experience of providing hands-on IT support in a small or medium-sized organisation	x		Application/interview/references
Experience of managing or working closely with external IT providers and software suppliers	x		Application/interview/references
Experience of designing and producing management information, reports and dashboards for different audiences	x		Application/interview/references
Experience of working with databases/CRM systems and extracting, cleansing, analysing data	x		Application/interview/references
Ability to explain technical issues in clear, accessible language for non-technical colleagues.	x		Application/interview/references
Experience of providing accurate and timely information to a high standard	x		Application/interview/references
Experience of managing or contributing to IT or data-related projects (e.g. system implementations, migrations).	x		Application/interview/references
Good knowledge of networking basics, device management, backups and cybersecurity best practice	x		Application/interview/references
Confident using databases and reporting tools; able to manipulate data in Excel (lookups, pivot tables, basic formulas) or similar tools.	x		Application/interview/references
Strong problem-solving skills and the ability to prioritise and manage competing demands.	x		Application/interview/references
Good organisational skills, accuracy and attention to detail	x		Application/interview/references
Collaborative and approachable, with a strong customer-service mindset	x		Application/interview/references
Thorough understanding of GDPR, data protection principles and information security	x		Application/interview/references
Calm and solution-focused under	x		Application/interview/references

pressure, especially during incidents or system outages			
Good time keeping	x		Application/interview/references
Reliable & honest	x		Application/interview/references
High level of integrity and respect for confidentiality	x		Application/interview/references
Comfortable working independently as the standalone IT specialist and taking initiative	x		Application/interview/references
Willingness to work flexibly and occasionally outside normal office hours if required		x	Application/interview/references
Experience of working in a charity or community-based organisation		x	Application/interview/references
Awareness of the needs and experiences of older people and the work of local Age UK charities		x	Application/interview/references

__Age UK Bournemouth, Poole & East Dorset values diversity and inclusion and welcomes applications from candidates with diverse backgrounds. We are committed to providing a workplace free from discrimination or harassment and where individuals of all backgrounds, identities and abilities feel valued, respected and empowered.__

February 2026