



**WORKING  
WITH US  
APPLICATION  
PACK**

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# Welcome from Martin Coles, CEO



Thank you for your interest in working with us. This is a special and unique charity with a distinctive vision, talented staff and a huge number of passionate volunteers. Our beneficiaries (i.e. our cadets and seafarers) are at the heart of what we do and we are proud that we help so many young people and seafarers to seize a better future.

This is an exciting time for MSSC. We have a clear vision and strategy driving us forward. We're ambitious in our plans to maximise our impact and we will continue to evolve as a charity to make sure we achieve our goals.

Our values play a key part in determining our ways of working. We want employees who are passionate about what we do, who understand why we're here and recognise the significant impact we can have on our cadets and seafarers lives. We want employees who are driven to succeed and who want to work in line with our values to change lives.

I hope after reading through this application you'll see what an incredible charity MSSC is and you will be inspired to apply.

We look forward to receiving your application pack and hopefully welcoming you into our charity in the future.

Kind regards  
**Martin Coles, CEO**

# What we do and our impact

We are a charity that helps launch young people for life today whatever they want to do after school and helps seafarers to keep learning all their lives.

Our vision is to be the leading maritime charity for youth development and lifelong learning.

Specifically for Sea Cadets the charity works across the country to give youngsters some balance in their life. With 160 years experience, we're helping teenagers from all backgrounds, every week via a network of 9,000 volunteers through 400 units, some in the hardest hit regions of Britain, to launch well for life. Our close links with the Royal Navy, their traditions and ethos inform much of the nautical activity.

The charity helps them cope better, enjoy what life brings and encourage new ways of thinking and acting. Through a range of different adventures on land and on the water the charity offers a chance to learn from one another, build skills, resilience and self-belief through adventure, discipline and developing a sense of family and purpose often lacking in their home lives.

The Marine Society has a long history of supporting the maritime sector and is one of the country's oldest charities – established in 1756. It supports all seafarers through distance learning programmes, making study available via distance learning which can enhance their careers and personal development. It offers a range of

scholarships to support that self-improvement. The charity also provides libraries to ships and installations, supporting crew well being and professional development through a variety of titles.



# Our values

We are driven by what we do and the impact we have. We are proud of our work, approaching it with positivity, energy and enthusiasm as we lay the foundations for more inspiring futures.

Our shared values and ways of working are summarised below and will guide us as we work together to achieve our goals for those we support.

## **RESPECT**

We are professional, courteous and considerate.

## **LOYALTY**

We put the charity first and all work together to achieve our shared goals for seafarers and cadets.

## **SELF-DISCIPLINE**

We are planned and structured in our work and we take responsibility.

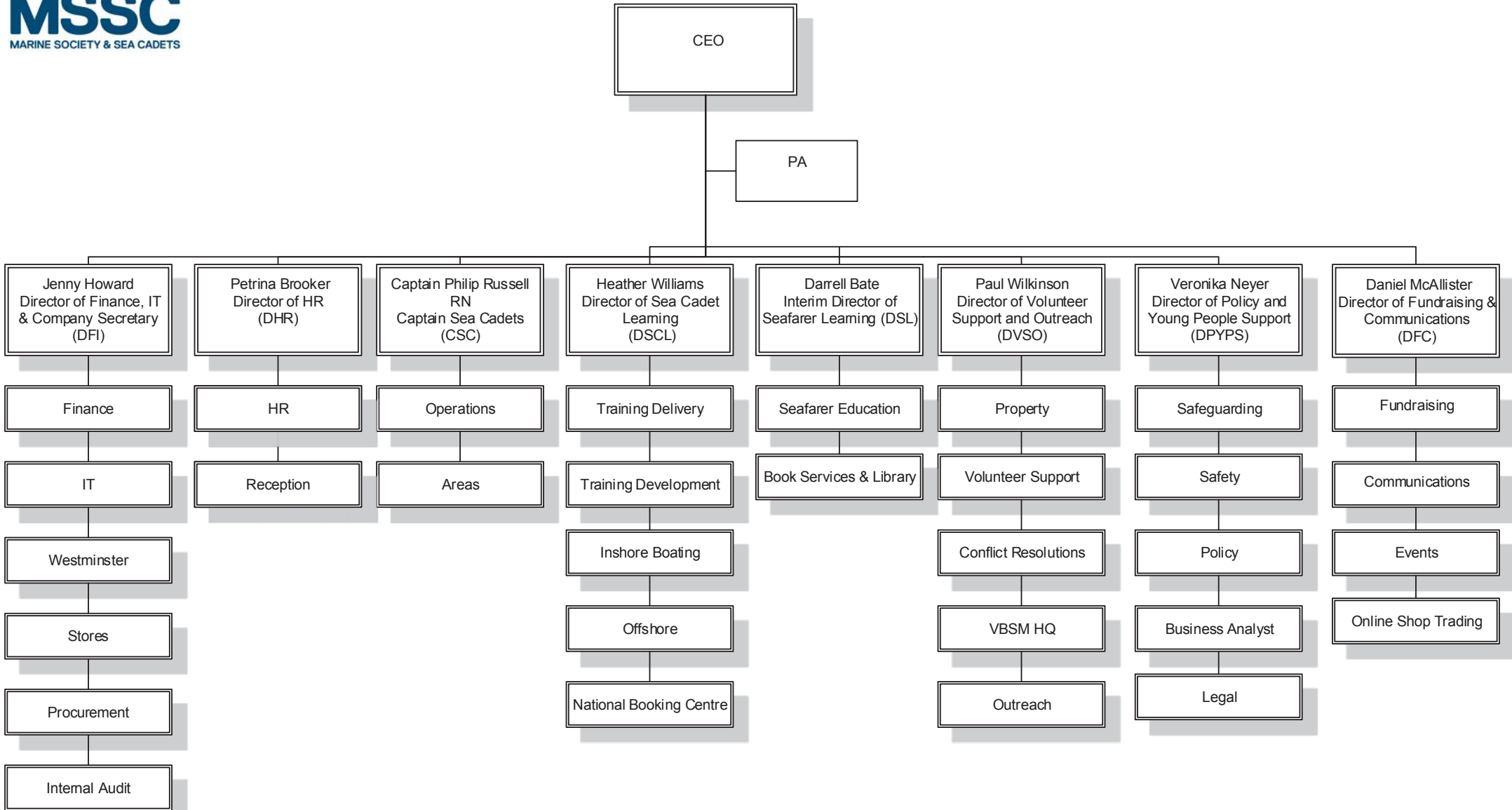
## **COMMITMENT**

We are positive and go the extra mile to deliver our objectives.

## **HONESTY & INTEGRITY**

We are open and honest, and we treat each other fairly.





# Job description

<b>Job Title:</b>	<b>IT Support Officer</b>
<b>Line Manager:</b>	<b>Head of Digital</b>
<b>Location:</b>	<b>MSSC HQ London, SE1 7JW / Gosport, Fort Blockhouse PO12 2AB</b>
<b>Contract:</b>	<b>Full time, Permanent</b>

## CONTEXT

The Marine Society & Sea Cadets (MSSC) is a vibrant and growing charity delivering life changing nautical adventure for young people through the Sea Cadets to give them the best possible head start in life. We also provide personal and professional development opportunities for seafarers with the Marine Society. Working with our staff, cadets and volunteers, we have built a vision and five-year strategy to take us forward and further improve the astounding contribution already made through our work to the lives of thousands of young people and seafarers, while fully supporting our volunteers who are vital to our success.

## OUR VISION

To be the leading maritime charity for youth development and lifelong learning.

## FOR THE MARINE SOCIETY IN PARTICULAR

To give the best possible lifelong learning opportunities to seafarers tailored to their individual needs.

## FOR SEA CADETS IN PARTICULAR

To give young people the best possible head start in life through nautical adventure and fun.

## OUR VALUES

Respect, Loyalty, Self-Discipline, Commitment, Honesty & Integrity

## ROLE DETAIL

The IT Support Officer is a full time employee of The Marine Society and Sea Cadets (MSSC) and reports to the IT Manager. The post will require some travel, mostly within the UK, in order to fulfil the responsibilities of the role. The nature of the role will also involve occasional evening and weekend work.

## PURPOSE OF ROLE

The role will play a key role in supporting the delivery of many of the MSSC's objectives under its Vision and Strategy.

The primary purposes of the IT Support Officer:

- a. To provide IT support to all MSSC employees and stakeholders
- b. To order, install, configure and manage IT assets (such as desktop computers, laptops, tablets, mobile phones, printers and telephone system and associated software)
- c. To assist in the implementation and support of computer application software
- d. The creation and administration of user accounts

# Job description

## KEY RESPONSIBILITIES

The following is a list of the key responsibilities of the IT Support Officer but it is not exhaustive.

- a) Provide end user IT support for MSSC employees
  1. Includes call logging and tracking, account management, asset management, hardware support, desktop and other application software support, especially Microsoft Windows, Office 2016 and Office 365.
  2. Support will involve working with end users to resolve IT issues either in person, by phone, via email, remote login or a site visit. Problem resolution will involve researching solutions, selecting, recommending, testing and implementing solutions.
  3. Creation and the management of user accounts in Active Directory and other IT systems and IT assets.
- b) Equipment asset management
  1. Ordering and installing IT equipment
  2. Maintaining an asset register of hardware and software licenses
  3. Distribution system updates and applications
- c) Storage and email quota management, ensuring compliance with MSSC Retention and other policies.
- d) Site visits to Area Offices, Training Centers and Boat Stations to deliver support, training and site IT capability assessments.
- e) Support management and administration of the door entry and security systems, telephone landlines, mobile phones, other mobile devices and photocopiers.
- f) To assist the IT Manager as required
- g) To assist with other ad hoc tasks and projects within MSSC as required.

## OTHER DUTIES

In order to deliver services effectively, a degree of flexibility is needed and the post holder may be required to perform work not specifically referred to above. Such duties, however, should not normally exceed those expected of an employee at that level.

As part of the initial induction in order to get to know the Sea Cadets, the post holder will be encouraged to assist as a volunteer with evening activities within a local unit (details to be agreed) for a period of one month within the first year of employment.

All employees are expected to take responsibility and comply with the MSSC's policies, procedures and training requirements, particularly in relation to safeguarding, health and safety, data protection and quality, diversity and inclusion. All employees must be familiar with and comply with all aspects MSSC policies.

## OUR COMMITMENT

We recognise our responsibilities to safeguard and protect the young people and vulnerable adults with whom we work. We do all we can to promote their health, safety and wellbeing, and we ask our staff to share this commitment and work in line with our values and ethos of inclusivity. We adhere to safer recruitment practices and therefore employment is subject to detailed pre-employment checks for successful candidates, including references and DBS checks and attendance at relevant safeguarding training.



# Person specification

IT Support Officer

Essential	Desirable
<b>Experience/work-based knowledge and qualifications</b>	
Experience in terminal server environments, particularly Citrix	Degree or equivalent in a computer related discipline
Experience of working in a PC/network support role with minimum 12 months experience	Experience of networking technologies, in particular TCP/IP, routers and patch panels.
Experience configuring and supporting Active Directory	Exposure to Virtualisation, particularly VMWare
Demonstrable ability to troubleshoot networked PCs	Understanding of configuring and support IP Telephony
Experience of providing telephone, email and one-to-one support.	Experience of recording data and maintaining records.
Experience of working effectively with a broad range of internal and external contacts and stake holders.	MCSE or similar
Data Protection and GDPR awareness.	Experience with Mimecast or similar products
A good working knowledge of Microsoft Windows10, Windows Server 2012 & 2016 including Active Directory, Microsoft Exchange Office 2016 and Office365.	
<b>Core Competencies</b>	
Excellent communication and interpersonal skills.	
Pragmatic and analytical approach to problem solving and the ability to provide alternate solutions to IT issues	
Ability to communicate clearly and effectively by telephone	
Ability to prepare and deliver training	
Proficient written English language skills.	
Ability to work unsupervised and take responsibility for own work schedule.	
Ability to perform accurately under pressure, meet deadlines and make decisions autonomously.	
Ability to foster and maintain successful working relationships with colleagues, contacts and stake holders.	

# Person specification

<b>Personal Characteristics</b>
Energetic, enthusiastic, and friendly.
Customer focussed.
Approachable, with an understanding of and empathy for IT user issues.
Patient with IT users
Proactive and results orientated.
Flexible & reliable, and adaptable to change.
<b>Other</b>
Ability and willingness to work occasional evenings and weekends as required.

# Employment details

<b>Location:</b>	London SE1 / Gosport PO12
<b>Salary:</b>	Gosport - £24,000 - £26,000 per annum depending on experience. (+£2,000 London)
<b>Contract:</b>	Full time, Permanent.
<b>Hours of Work:</b>	Core working hours will be 35 hours per week between 9:00am and 5:00pm Monday to Friday with one hour for lunch, unpaid. Any other such occasional hours as the role demands.
<b>Probationary period:</b>	Three months.
<b>Notice:</b>	One month.
<b>Notice during probationary period:</b>	Two weeks.
<b>Annual Leave:</b>	25 working days pro rata of paid holiday per annum, plus public and bank holidays observed in England and Wales, increasing to 27 days after two years' service.
<b>Training:</b>	We value our employees and are committed to providing relevant training opportunities where possible.
<b>Flexible Working</b>	We also offer flexible working and time off in lieu if you are required to work an evening or weekend.

# Benefits

MSSC values our employees and offers a range of benefits.

## PENSION SCHEME

All eligible employees are able to join our generous salary sacrifice pension scheme with Aviva. This plan allows employees to contribute a minimum of 3% of their salary. If employees contribute at this rate, MSSC will contribute 5%. However, if employees increase their contribution to 5%, MSSC will contribute 10%.

## LIFE INSURANCE

All employees enrolled in the Pension Scheme will automatically be enrolled in MSSC's Life Insurance scheme, which pays out a lump sum of four times employee's salary if required.

## PRIVATE MEDICAL INSURANCE

All employees outside of their probationary period are eligible to join MSSC's Health Insurance scheme with AXA PPP (formerly Simplyhealth). Employees can also add members of your family (spouse, partner, children) to the scheme at a competitive rate.

## EMPLOYEE ASSISTANCE PROGRAMME

MSSC provides a programme offered by Health Assured to help support employee's personal wellbeing. This offers a free confidential telephone counselling service, which is available 24 hours per day, 365 days a year. MSSC also has a wellbeing portal to support employees.

## SEASON TICKET LOANS

All permanent employees outside of probation or those on a contract of at least one year can apply for an interest free loan for an annual season ticket. This is deducted from the employee's monthly payroll spread across the year.

## EYE CARE

For employees who regularly use a computer monitor or any other form of Display Screen Equipment, MSSC contributions towards eye tests and glasses.

## SUZUKI AFFINITY SCHEME

Thanks to MSSC's partnership with Suzuki, employees and their direct families have the opportunity to purchase a Suzuki car at preferential prices.

## MOBILE AND CONTRACT DISCOUNTS

MSSC has partnered with EE to provide employees with great discounts on Pay Monthly, Pay As You Go and Mobile Broadband with EE



# How to apply

Thank you for taking an interest in working for us.

If you would like to apply, please send us the below documents.

1. Mandatory – CV, and a Supporting Statement of no more than 2 sides. This should include your motivation for applying, why you believe you are a strong candidate for the post; your current/last salary; your notice period (if applicable); any of the recruitment dates you are unable to make.
2. Optional - a completed equal opportunities form available on our website.

We will sadly be unable to consider your application if you do not send in a CV and a supporting statement.

Please email your application to [recruitment@ms-sc.org](mailto:recruitment@ms-sc.org). Alternatively, please print out and post your completed application to **HR, The Marine Society and Sea Cadets, 202 Lambeth Road, London SE1 7JW.**

If you have any queries about the role or the application process please call us on 020 7654 7009 or 020 7654 7052.