

MONEY
ADVICE TRUST

BUSINESS
DEBTLINE

NATIONAL
DEBTLINE

WISER
ADVISER

IT Infrastructure Engineer Recruitment Pack

Money Advice Trust

April 2019

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About us

The Money Advice Trust is a charity which helps people across the UK tackle their debts and manage their money with confidence. The Trust's main activities are providing free advice through National Debtline and Business Debtline; supporting advisers through Wiseradviser; providing training and consultancy to companies; and improving the UK's money and debt environment through policy, research and awareness raising campaigns. We work closely with a range of stakeholders from industry, the advice sector, government and regulators; partnership is at the heart of how we fulfil our mission. You can find out more about us by visiting www.moneyadvicetrust.org.

NATIONAL DEBTLINE

National Debtline provides free advice and resources to help people deal with their debts. Our service is available over the phone, through our website and via webchat. Run by the Money Advice Trust, National Debtline offers practical self-help – empowering people in debt to speak to creditors directly and put solutions in place to resolve their debt problems. Last year, (2018), we helped 98,890 people on the phone and a further 54,050 people through our webchat service. In addition there were 1,371,590 visits to the National Debtline website. 94% of our callers say they are clear on the next steps they need to take following our advice. National Debtline is completely free, confidential and independent. For more information, visit www.nationaldebtline.org.

BUSINESS DEBTLINE

Business Debtline provides free advice and resources to help people deal with their business finances and business debts. Our service is available over the phone, through our website and via webchat. Run by the Money Advice Trust, Business Debtline offers practical self-help – empowering people to speak to creditors directly, and put solutions in place to resolve their business finance and debt problems. Our debt advisers are experts and help thousands of people with their finances every year. Last year (2018), we helped over 34,490 small businesses and self-employed people by phone, and a further 16,880 people through our webchat service. In addition there were 338,540 visits to the Business Debtline website. 93% of callers say they are clear on the next steps they need to take following our advice. Business Debtline is the only free debt advice service for small businesses and the self-employed in the UK, and is completely confidential and independent. For more information, visit www.businessdebtline.org.

WISER ADVISER

Wiseradviser provides training and support, online and face-to-face, to advisers in free-to-client organisations across the UK. Last year, Wiseradviser provided over 10,730 training places to advisers in 820 free-to-client organisations across the UK. 95% of people who use our training find that it has helped them do their job. You can find out more by visiting www.wiseradviser.org.



A Living Wage Employer

The Money Advice Trust is proud to be a Living Wage employer, having been accredited in April 2015. This means that every member of staff in our organisation earns not just the minimum wage but the Living Wage. For more information visit www.livingwage.org.uk.

A look to the future

Our overall aim is to help people across the UK to tackle their debts and manage their money with confidence. Our rolling annual plan focuses on how we will 'help more people, more effectively'.

We are achieving this by realising the benefits of the recent investment the Trust has made in technology, building in-house capabilities to improve the services that we offer and in doing so, becoming more cost effective. Over the next three years, we will continue to grow the number of people we serve both directly through our advice services and indirectly via our support to advisers in the sector through Wiseraiser.

Our partnerships with the wider advice sector also enable us to move more clients to phone and online advice meaning we can support more people. This, together with the enhanced use of data will give us the evidence to better understand the indebted population and the causes and impact of debt, and demonstrate how we have successfully helped more people, more effectively.

Impact Report

Our [Impact Report](#) is a summary of our statistics showing how we have helped more people, more effectively through the Trust's services.

Our values

Extensive work has been conducted involving our staff in developing our values. The outcome was three simple, but effective statements that describe our culture: Be Balanced; Be Supportive; Be Innovative. We are looking to recruit someone who reflects these values and who can help continue to embed these.

What our employees say



Scott, Business Debtline adviser

“The greatest compliment I have received from clients I have helped is them saying, “I have been able to sleep soundly again!” The job satisfaction and pride I have in my role is immeasurable. I’m proud that by the time clients have hung up they are clear on their next steps and to be part of an organisation that has a positive impact on individual lives, each and every call.”



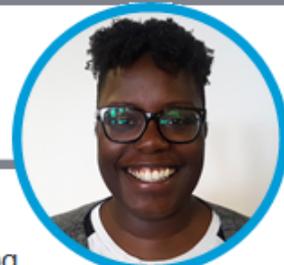
Dan, National Debtline adviser

“Before joining National Debtline I never realised how vulnerable people could be. But, I have also learned just how much people can be empowered to improve their situation. My favourite part of the job is when someone calls you believing there is no way out from their situation, then, over the course of the call you can feel their confidence increasing to the point where you know that going forward they are going to be able to take really positive, potentially life-changing steps.”



Deborah, quality assurance manager

“I have been at the Trust for over 20 years and seen many changes in the debt advice sector during this time. Ensuring quality has always been a central part of our work. Last year we built on our approach to ensure the needs of the individual remain at the forefront and we improved how we identify people in vulnerable circumstances. Advisers receive bespoke training to improve how they encourage disclosure from the people we help so that we can adapt our support to their needs. This includes breaking down advice into manageable chunks and arranging call backs.”



Regina, digital advice officer

“Having previously worked as an adviser I had a good understanding of debt advice clients. In our digital team we work hard to ensure that all of our website content covers what people need to know. Our user testing shows how people interact with our digital services and the feedback enables us to make changes that we know will benefit our clients.”

Vacancy

IT - Infrastructure Engineer

Location: Birmingham

Salary: circa £32K - £33k per annum + generous Pension

An exciting opportunity has arisen for an experienced Infrastructure Engineer to join our IT team in Birmingham. In this role, you will support the current IT infrastructure and provide technical expertise on new solutions for the Trust. You will also respond to 2nd level support issues and fix accordingly.

Reporting to the Head of IT, we are looking for someone that:

- Has a minimum of 4 years IT support related work experience
- ITIL certification
- Proven and demonstrable experience in developing and supporting IT infrastructure including networks, security and hardware and strong knowledge of local area and wide area networks.

Experience in the following areas:

- VMware
- Citrix
- Firewalls
- Windows Server
- Active Directory
- Microsoft Exchange
- Microsoft SQL
- Storage systems (NetApp/HP)
- Switching and routing

The role would suit somebody with good solution skills and strong technical ability.

To apply, please send a CV and covering letter to recruitment@moneyadvicetrust.org giving supporting evidence of how you meet the criteria for the role as outlined in the job description and person specification. To download a full recruitment pack which gives more information on the Trust, please visit our website at www.moneyadvicetrust.org.

The closing date for applications is Tuesday 7th May 2019

Unfortunately due to the expected volume of interest for this role, we will not be able to respond to each application. Therefore if you have not been contacted on the shortlist date, you have been unsuccessful on this occasion but we may keep your details on file for future roles that may be of interest.

Job Description

Job title: IT Infrastructure Engineer
Reports to: Head of IT
Based at: Tricorn House, 51-53 Hagley Road, Edgbaston, Birmingham, B16 8TP
Special Conditions: Weekend work as required for which compensatory TOIL at plain rate will be given.

Job purpose:

1. To provide second and third line support for the IT and Telephony infrastructure for approximately 200 users at the Money Advice Trust.
2. To provide day-to-day operational support for existing infrastructure services and users of those services.
3. To provide support on projects leading to the development and deployment of new infrastructure services.
4. To serve as a technical expert by participating in the overseeing, implementation, administration, solution documentation, support, and maintenance of a variety of hardware, software, desktop, server, mobile and network products, in an IT infrastructure environment.
5. To take a technical lead role in the delivery of end to end life cycle of infrastructure projects, as well as overseeing the organisation's multi-site network.

Key responsibilities and accountabilities:

1. Consult with users and third parties to evaluate requirements, recommend designs, plan tasks for installation of infrastructure networks
2. Understand the business requirements and translate them into technical network solutions (capacity and functionalities), Support the budgeting and spend justification process.
3. Manage, design, implement, support, monitor, and maintain Birmingham and London site infrastructure and its relevant services, including but not limited to server and storage hardware, LAN and WAN services, telephony services, and ensuring availability of infrastructure services
4. Documentation of solutions to ensure support teams and other consultants can participate in support and onward development
5. Analyse and resolve technical problems for the established infrastructure
6. Manage, design, implement, support, monitor, and maintain infrastructure software platforms, including but not limited to server/client operating systems, database services, terminal services, VPN, web proxies and all other software-based platforms which provide infrastructure underpinning the IT Delivery and Service
7. Develop operational installation, configuration and upgrade documentation for communication systems, hardware, network, security, storage, software, and other computer related systems
8. Manage and design Citrix deployments providing input into wider architectural designs of the virtual environment
9. Conduct technical research on network upgrades and components to determine feasibility, time required, and compatibility with current system
10. Recommend infrastructure and network solutions for short-medium-long-range projects
11. Identify opportunities to upgrade, stabilise or improve the existing infrastructure to ensure on-going high performance and supportability
12. Manage, install, upgrade, and configure network printing, directory structures, user access, security, software, and file services. Maintaining user profiles, user environments, directories, and security for networks being installed
13. Work as a team member with other technical staff, such as third parties to ensure connectivity and compatibility between systems

14. Serve as a technical contact for liaison between other technical staff, management, users, and third parties regarding service and changes requests, usage, standards, security, and other infrastructure based technical matters
15. Maintain confidentiality with regard to the information being processed, stored or accessed by the network
16. Other duties as assigned

Working Conditions

1. Sitting for extended periods of time
2. Occasional inspection of cables in communications room and floors
3. Lifting and transporting of moderately heavy objects, such as servers, computers, peripherals and furniture
4. Periodic travel to London and homeworking sites as required

<p>technologies and administration of multiple sites</p> <ul style="list-style-type: none"> • Backup technologies such as Veeam and Symantec Backup Exec • Disaster recovery management 	X	X	
<p>Knowledge & experience – desirable</p> <ul style="list-style-type: none"> • Working and support experience of VOIP Telephony systems, preferably Avaya products 	X		
<p>Skills & competencies – essential</p> <ul style="list-style-type: none"> • Strong documentation skills • Strong customer service orientation • Proven analytical and problem-solving skills • Ability to prioritise own workload and others, executing tasks in a pressured environment with conflicting timescales • Good interpersonal and oral communication skills • Adept at reading and interpreting technical documentation and procedure manuals • Keen attention to detail 	X X X X X X X	X X X X X X X	
<p>Personal qualities</p> <ul style="list-style-type: none"> • Proactive in working for solutions to business needs across the organisation • Proactive in sharing technical knowledge with other members of the team • Undertake research and self-development where possible, to ensure you maintain an up to date knowledge of the software and systems you and your colleagues support <p>Commitment to the values of the Trust which are to:</p> <ul style="list-style-type: none"> • Be Balanced • Be Supportive • Be Innovative <p>An enthusiasm for the work of the Trust and the benefit it brings to clients</p>			

How to apply

Please send your CV with a covering letter detailing how you meet the requirements of the job description and person specification to:

recruitment@moneyadvicetrust.org

The deadline for applications is **Tuesday 7th May 2019**

Unfortunately we are unable to respond to applicants who have not been shortlisted.

Recruitment timetable

Advert closes - 7th May 2019

Terms and conditions

IT Infrastructure Engineer

Salary Circa £32 - 33k per annum
Hours Monday – Friday, 9am – 5pm, with occasional out of hours/weekend work.

Benefits

Annual leave

- 26 days' annual leave per year, plus three days between Christmas and New Year, and public holidays.
- Option to purchase or sell up to two days' leave.
- 4 Duvet days in a year can be taken from annual leave entitlement.

Group Personal Pension Scheme

You are eligible to join the Trust's Group Personal Pension Scheme. The scheme requires an employee contribution, which will then attract an employer contribution as follows:

Year of Service	Employee pension contribution	Pension contribution from the Trust
1 st year	3%	5%
2 nd year	4%	5.5%
3 rd year	5%	6%

(NB years two and three increases are optional – employer contributions are contingent on employees increasing their contribution).

Health and wellbeing

- Eye care – employees who habitually use visual display equipment (VDU) are entitled to a free eye test every two years, and for employees who require glasses specifically for VDU use are entitled to a voucher towards their glasses.
- Eligibility to join the BHSF (Birmingham Hospital Saturday Fund) health scheme. For a monthly fee dependent on the level of cover, employees may reclaim everyday health care costs such as dentist, optical and consultancy fees.
- Flu vaccinations – all employees are offered the opportunity to have an annual flu vaccination, provided by a trained nurse at the office premises.
- EAP scheme – employees and their families also have access to an external confidential support service available 24 hours a day, all year round. It offers advice on dealing with a variety of issues such as work, financial, family, marital and legal.

Family friendly benefits

- Childcare Vouchers
- Enhanced Maternity Pay – the Trust tops up maternity pay to full pay for the first 13 weeks of maternity leave.

Money saving initiatives

- Season ticket loan – employees can take advantage of buying an annual or half-yearly travel ticket through a season ticket loan which is repaid via equal deductions from salary.
- Each year during June, employees based in Birmingham have the opportunity to join the Car Parking Scheme. This is where Employees are able to purchase subsidised parking for the year, and the loan is then repaid via equal deductions from Employee's salary each month over 12 months
- Access to The Word, our Reward Portal, where you can obtain discounts on a wide range of high street shopping, holidays, days out and travel.

Life insurance

- The Trust offers a death in service benefit of four times annual salary payable to the employee's nominated beneficiary in the event of death.

Values rewards

- Staff can nominate each other for awards for #livingourvalues and each quarter awards are made to employees for being balanced, supportive or innovative. In addition to this vouchers are also awarded for other initiatives such as long service or full attendance.