# IT OFFICER

**BASED:**     Hybrid Working between home and all our Big Noise centres throughout Scotland (Glasgow, Edinburgh, Stirling, Dundee & Aberdeen)

**APPLY BY:**     Friday 29th August 2025 at 10am

## SISTEMA SCOTLAND INFORMATION

Sistema Scotland delivers its work through the delivery of Big Noise programmes across six communities in Scotland. These communities are Raploch & Fallin in Stirling, Govanhill in Glasgow, Torry in Aberdeen, Douglas in Dundee and Wester Hailes in Edinburgh.

Our current strategy:

At the heart of Sistema Scotland's current strategy is a commitment that our Big Noise programmes will support children, young people, families and communities in Scotland to sustain and improve their wellbeing, resilience and learning, and to strengthen networks by:

- targeting our long-term, immersive support in communities of greatest need and
- broadening impact by sharing resources and creating learning partnerships

What we do:

Our Big Noise programmes use music and nurturing relationships to support children and young people to realise their potential as well as improving lives and strengthening the communities we work alongside. Our programme is focused on early intervention and stimulating generational social change, increasing confidence, aspiration, community cohesion, pride and developing high level skills in the young people involved.

Who we work with:

We work with children and young people from babies to school-leavers, their families and the wider community.

How we do this:

Our Big Noise programmes include instrumental lessons, general musicianship sessions, and group teaching in our afterschool & holiday clubs, as well as home visits and community choirs/ensembles/performances.

For more information, please see our website:
http://www.makeabignoise.org.uk/work-with-us

## THE TEAM

We currently employ approximately 190 staff across our six Big Noise programmes and Sistema Scotland's central team. The successful applicant will report to the Head of Operations & IT, and will join the central team consisting of the Chief Executive Officer; Director of Music; Director for Children, Young People & Communities; and function areas of Administration; Finance; Fundraising; Human Resources; Communications & Marketing; and Evaluation.

The Chief Executive Officer reports to a voluntary Board of Directors.

# JOB INFORMATION

| **POST:** | IT Officer |
|---|---|
| **REPORTS TO:** | Head of Operations & IT |
| **BASED:** | Hybrid Working between home and all our Big Noise centres throughout Scotland (Glasgow, Edinburgh, Stirling, Dundee & Aberdeen) |
| **TENURE**: | Permanent |
| **DAYS OF WORK:** | Part time: 28 hours a week (pattern of work to be agreed with line manager between Monday to Friday) |
| **SALARY SCALE** | £34,923 to £38,953 per annum, pro rata. New staff are appointed on the first point of the scale. So, working 28 hours a week, the salary will be £27,938 per annum (£2,328 gross salary each month). |
| **SUPERVISION:** | You will have a 3 month probationary and initial induction period. All staff also have regular protected time with their line manager (Support and Supervision) as well as the opportunity for an annual review to discuss performance, development and to set out annual goals (Performance and Development Review). These structures are in place to ensure that staff feel supported, equipped and confident in their roles. Staff will have Support and Supervision sessions every 4 weeks during the probationary & initial induction period and every 8 weeks thereafter. |
| **LEAVE:** | We offer the equivalent of 37 days paid holiday per year (pro rata for part time staff); 19 of these days are set when we operate shut down periods over Christmas and New Year, Good Friday/Easter Monday, May bank holiday weekend, and 1 week in August. Staff can take the remaining 18 days flexibly throughout the year in agreement with their line manager. Staff are also entitled to an extra week of leave during a shut down period in August, should you be in our employment at this time, based on the hours you would be due to work that week. |
| | We also offer the equivalent of up to 2 weeks unpaid leave per year (pro rata for part time staff) to allow staff to benefit from other work and commitments throughout the year should they choose to do so. |
| **PENSION**: | After you have completed 3 months service with Sistema Scotland, staff are auto enrolled into a contributory pension scheme where Sistema Scotland match employee's contributions at 5%. Staff can choose to opt out of the scheme. |

**RIGHT TO WORK:** We welcome applications from diverse cultural backgrounds. We also welcome applications from all nationalities; however, we are unable to offer visa sponsorship for this role, so before you apply for this post please ensure that you have the right to work in the UK. For more details on eligibility to work in the UK, please visit https://www.gov.uk/check-uk-visa. We will ask you to bring proof of your eligibility to work in the UK with you to interview.

**START DATE:** ASAP

**HOW TO APPLY:**

To apply for this role you must complete our online application form at http://www.makeabignoise.org.uk/work-with-us where you will also find the full job and person specification (no CVs please). As well as detailing your qualifications and work experience, you will also have the opportunity to explain why you are interested in working for Sistema Scotland and how you meet our requirements as detailed in the job/person specification.

On the application form we will also ask you to give us the names and contact details for two referees, one of these should be your current or most recent employer (please state if you would prefer us not to contact your current employer until you are provisionally offered the role).

**Closing date for applications is Friday 29th August 2025 at 10am.**

The selection process will be held in Raploch, Stirling on Thursday 11th September 2025 and will include a panel interview and a short competency task.

For any additional information please e-mail *recruitment@sistemascotland.org.uk* or telephone 01786 236914.

The successful applicant will be subject to PVG check although having a criminal record will not necessarily be a bar to working with Sistema Scotland.

# IT OFFICER
# JOB DESCRIPTION

## 1.    PRINCIPAL AIM

To support the Head of Operations and IT, and work closely with our IT support Agency, to provide excellent IT support and guidance to ensure systems and processes are robust and secure and that the IT infrastructure aids the work of all staff.

## 2.    PRINCIPAL DUTIES

*The following gives an indication of the duties and responsibilities that the post may involve.  The exact nature of these duties and responsibilities will change over time and the post holder will be expected to work flexibly and carry out any work that is reasonably required and is appropriate to the role.*

- Supporting the Head of Operations and IT with the ordering and procurement of new hardware, including laptops, desktops, and peripherals.
- Setting up and configuring new laptops and PCs in line with organisational standards.
- Supporting the Head of Operations and IT with the maintenance and updating of the IT asset inventory.
- Coordinating with our IT support agency to set up new staff accounts, manage permissions, and close accounts for leavers.
- Overseeing all SharePoint sites and maintaining the SharePoint landing page to ensure all information is relevant, accessible, and up to date.
- Troubleshooting hardware and software issues across desktops, laptops, printers, and other office equipment.
- Providing frontline technical support to staff, including diagnosing and resolving IT-related problems.
- Working with the Head of Operations and IT to implement and enforce ICT policies and procedures to ensure compliance and data security.
- Evaluating and recommending new technologies, tools, and solutions to improve organisational efficiency and productivity.
- Collaborating with other departments to understand and support their IT needs and digital workflows.
- Planning and delivering IT projects as agreed with the Head of Operations and IT, including system upgrades and software rollouts.
- Delivering onboarding IT training for new staff and ensuring appropriate resources are in place to support staff.
- Delivering cybersecurity awareness training to all staff and promoting good IT security practices.
- Maintaining and supporting the participant and instrument database (Dynamics 365), including writing and modifying reports, responding to BN Centre queries, and resolving database-related issues.
- Monitoring system performance and proactively identifying issues to minimise disruption.
- Supporting software licensing compliance and tracking renewals or updates.
- Managing user access rights and permissions in accordance with data security protocols and organisational policies.

**All Posts in Sistema Scotland:**

3.1 Contributing to the development of a professional working and learning environment in the organisation.

3.2 Contributing to the organisation's understanding of diversity and its implications for the arts, education and community and to ensure this understanding informs all the organisation's activities.

3.3 Ensuring adherence to the organisation's policies and procedures with particular reference to safeguarding/child protection, equality, diversity and health & safety.

3.4 Supporting the organisation in its journey to becoming a net zero organisation.

3.5 Working in a flexible manner in line with the organisation's social and corporate objectives and to be willing to undertake other duties as reasonably requested.

## IT OFFICER
## PERSON SPECIFICATION

We are looking for someone with:

- Experience of working in an IT support role with a mixed IT ability staff team
- Demonstrable knowledge and experience in working with Microsoft 365 and SharePoint at an advanced level
- Excellent organisational skills and ability to manage a high-pressure workload
- The ability to work both independently and as part of a team
- The ability to think logically
- Problem solving skills
- Excellent listening and questioning skills
- Ability to travel to all our Big Noise centres throughout Scotland (Glasgow, Edinburgh, Stirling, Dundee and Aberdeen)

We would ideally like someone with:

- A relevant qualification in IT
- Experience devising and delivering IT training to a mixed IT ability staff team
- Experience of Dynamics 365