



YORKSHIRE DALES
National Park Authority

January / February 2022

IT Officer
Bainbridge, near Leyburn

Permanent
Full Time, 37 hours per week

Dear Applicant,

Thank you for your enquiry in regard to the above position.

This recruitment and information pack includes the following:

- A job description and person specification;
- Background information; and
- Terms and conditions of employment.

Our online application process allows you to complete the form in stages and you can log in/out at any time. In order for the shortlisting panel to assess your application, please demonstrate how you meet the essential and desirable criteria by referring to the job description and person specification and provide examples.

The closing date for completed application forms is 11.00pm on **Wednesday 2 February 2022** and the anticipated interview date is **Wednesday 9 February 2022**

Further information about the Yorkshire Dales National Park Authority, including our Corporate Plan is available on our web site, www.yorkshiredales.org.uk.

We look forward to receiving your application and thank you for the interest you have shown in working for the Yorkshire Dales National Park Authority.

Yours sincerely

Vikki Thomas
Head of HR

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**YORKSHIRE DALES NATIONAL PARK AUTHORITY
JOB DESCRIPTION**

JOB TITLE: IT Officer

GRADE: Band D

RESPONSIBLE TO: IT Manager

RESPONSIBLE FOR: No line management responsibility

OBJECTIVES OF THE POST:

To assist the IT Manager in the establishment, development, maintenance and support of IT systems within the Yorkshire Dales National Park Authority.

DUTIES & RESPONSIBILITIES:

To provide a frontline advisory and support service to the Authority's staff.

To assist in the maintenance of the environment, expertise and equipment necessary to deliver high quality services to professional standards.

Provide technical assistance and operational support for the authority's computer installations, systems and applications.

Write small applications to service ad-hoc enquiries for information from computer systems.

Assist in the maintenance, upgrading and enhancement of existing systems.

Demonstrating equipment and software to staff, assisting them in interpreting and specifying their needs and the appropriate routes to meeting their needs.

Producing system user manuals and other documentation as appropriate.

Comply with the Authority's Health and Safety Policy and Codes of Safe Working Practice

To contribute to Authority corporate working groups and projects.

Such other duties of a similar and reasonable nature as may be requested by the Chief Executive.

**PERSON SPECIFICATION
IT OFFICER**

QUALIFICATIONS AND TRAINING	Essential	Desirable
A level 4, or above, qualification in an IT subject	✓	
A level 6, or above, qualification in an IT subject		✓
MS Windows 10	✓	
MS Office Professional 2016	✓	
MS Office 365 Administration	✓	
Windows Server 2008, 2016 or 2019	✓	
Active Directory Administration		✓
Group Policy Management		✓
Window Terminal services or MS RDS Admin		✓
Virtualised environments (VMWare)		✓
Veeam Backup and Replication		✓
AntiVirus (ESET) Management		✓
EXPERIENCE AND KNOWLEDGE BASE		
A minimum of 2 years relevant support experience in a networked PC environment.	✓	
Experience of providing front line Helpdesk support service by telephone and through face to face contact with users.	✓	
Experience of installation and configuration of software applications to defined standards and specifications	✓	
Sound working knowledge of PC hardware incl. installation and configuration of PC peripheral devices e.g. network cards, printers, scanners	✓	
Windows network operating systems administration		✓
SKILLS AND PERSONAL QUALITIES		
Excellent communication and interpersonal skills with the ability to communicate effectively with all relevant stakeholders	✓	
A full driving licence and access to a vehicle (essential as you will regularly be required to travel to different locations on Authority business)	✓	
Ability to prioritise workload effectively to meet deadlines and manage competing demands	✓	
Ability to guide and train others.	✓	
Analytical skills with an ability to take a logical approach to solving problems and finding creative solutions	✓	
Understanding of confidentiality and data protection rules as they relate to the role	✓	
Self-motivated and able to work effectively without close direction	✓	
Excellent organisational skills	✓	
Proven tact and diplomacy skills	✓	
A strong, supportive and co-operative team member with an can-do attitude and professional manner	✓	
Willingness to learn new IT skills and undertake training	✓	
Project management skills		✓
An interest in promoting the aims and objectives of the National Park Authority		✓



YORKSHIRE DALES
National Park Authority

IT Officer

Based at Bainbridge, Leyburn

Background

The Yorkshire Dales National Park was designated in 1954 in recognition of its extraordinary natural beauty, the diversity of its wildlife habitats, its rich cultural heritage and its fantastic opportunities for outdoor recreation. It is a dramatic upland dissected by numerous long glaciated valleys or dales with a resident population of over 23,000 people. The area is a working landscape, with agriculture, quarrying and tourism, offering the main employment opportunities. Indeed, it is the long history of people settling in and working this harsh environment that has created a cultural landscape recognised today as one of the most distinctive in Western Europe.

The Park is looked after by the Yorkshire Dales National Park Authority and it's the Authority's job to care for this very special place and its communities and to help people understand and share in it.

The National Park was extended to the north and west on 1 August 2016, it now covers an area of 2,179 square kilometres (841 square miles).

It is one of a family of 15 National Parks in the UK, protected for future generations to enjoy. Truly Britain's breathing spaces.

From 1974 the whole of the Yorkshire Dales National Park was administered by a Committee of North Yorkshire County Council but, as a result of the Environment Act 1995, the new National Park Authority was established on 1st April 1997. The Authority remains within the framework of local government but is independent of the counties and districts. The Authority now consists of both county council and district council representatives as well as parish representatives and members appointed by the Secretary of State.

The 1995 Environment Act revised and updated the purposes of national parks which are:

“conserving and enhancing the natural beauty, wildlife and cultural heritage of the areas, and promoting opportunities for the understanding and enjoyment of the special qualities of those areas by the public”.

In pursuing these purposes, the Authority:

“shall seek to foster the economic and social wellbeing of communities within the National Park.”

The National Park Authority is advised by the Chief Executive (National Park Officer), who is supported by approximately 165 staff.

Terms and condition of employment

Pay

This role has been confirmed as a Band D

Salary: £23,080 to £29,578 per annum

Work Base

Yoredale, Bainbridge, Leyburn, North Yorkshire, DL8 3EL

There will also be some travel within the Park required as part of the role.

Pension

Staff meeting the minimum criteria are automatically brought into the Local Government Pension Scheme (LGPS), unless they elect otherwise.

Hours of Work

The hours of work are 37 hours per week.

A flexitime scheme is in operation. This allows you to vary your start and finish times within set parameters to help your work fit in with your social and domestic responsibilities. If you have accrued sufficient time, the scheme allows you to take up to 12 days extra leave during the year.

Holidays

The holiday entitlement is based on length of continuous service within Local Government or related employment and calculated on a pro rata basis for part time staff.

On commencement of employment: 25 days.

After 1-year continuous service: 26 days.

After 2 years' continuous service: 27 days.

After 3 years' continuous service: 28 days.

After 4 years' continuous service: 29 days.

After 5 years' continuous service: 30 days.

Plus Bank Holidays.

Training and Development

The Authority is committed to the professional and personal training and development of its staff. To support this, the Authority has achieved the national Investors in People (IIP) Standard.

An appraisal scheme is in place for all staff and opportunities to undertake in-house and external training programmes are available.

Recruitment Clearance

The offer of appointment is subject to confirmation of right to work in the UK, medical clearance by Occupational Health and the receipt of satisfactory references.

Miscellaneous

New entrants to local government are subject to a probationary period of six months.

The notice period applicable to this post is 2 months.

Application process

The online application form can be completed in stages and you can login/logout at any time. In order for the shortlisting panel to assess your application, please demonstrate how you meet the essential and desirable criteria by referring to the job description and person specification and provide examples.

Applications must be submitted **by 11.00pm on Wednesday 2 February 2022**, to be considered by the selection panel. Once you submit your application online you will receive an email to confirm receipt.

Anticipated interview date – Wednesday 9 February 2022

Our recruitment process treats all job applications equally, regardless of age, disability, gender identity, race, ethnicity, religion or belief, sex, sexual orientation or any other equality characteristic. That said, we particularly encourage applications from people from Black, Asian and other minority ethnic (BAME) backgrounds, as this group are currently under-represented throughout the Authority.

For an informal chat about this vacancy, please contact Michelle Clyde, Head of Finance on 01969 652318, michelle.clyde@yorkshiredales.org.uk