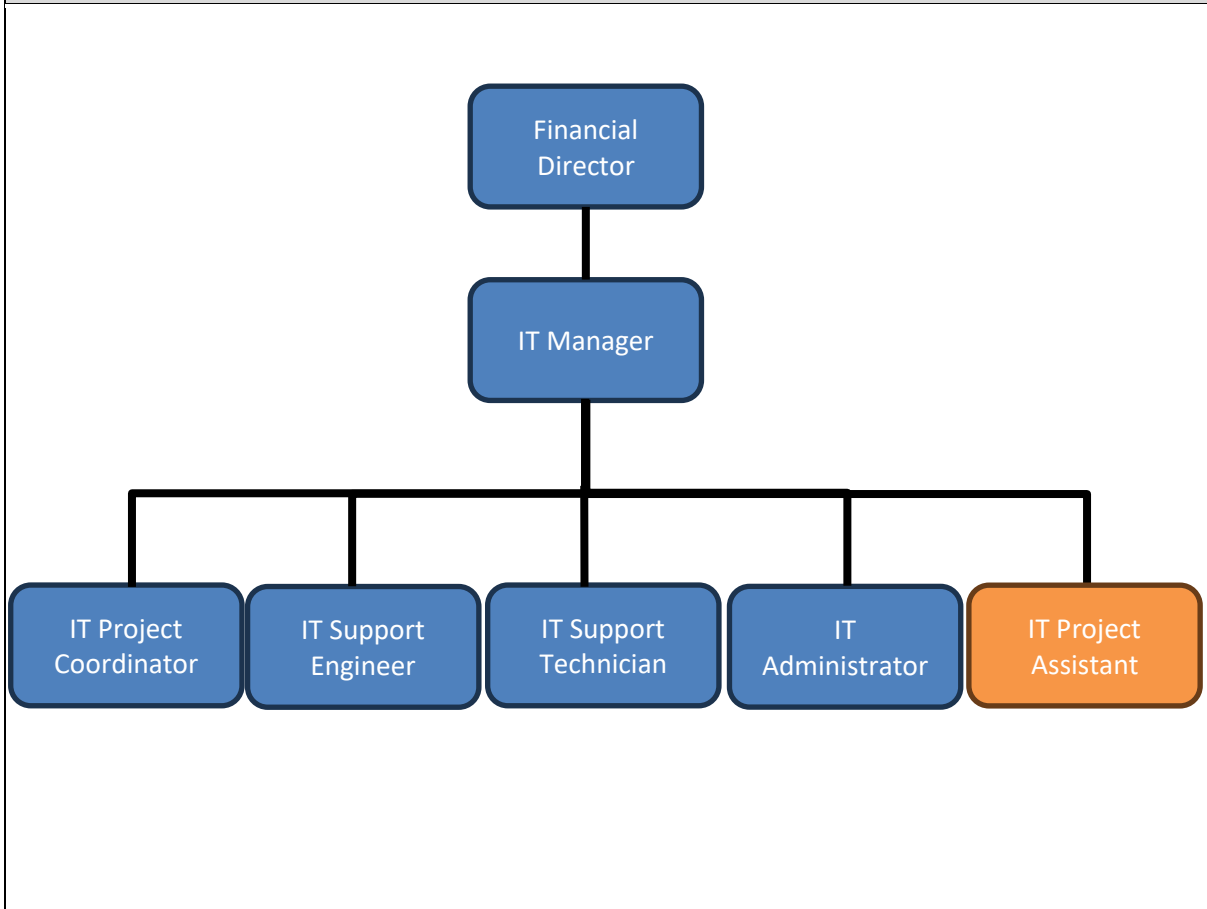




Job Description

| | | | |
|---|--|---|---|
| Entity in which the role sits: | Beaulieu Enterprises Limited | Position type: | Full-time |
| Job title: | IT Project Administrative Assistant | | Please enter number of hours per week below: 37.5 |
| Department: | IT | | Permanent Salaried |
| Location: | John Montagu Building, Beaulieu, SO42 7ZN | | Additional information: Mon to Fri 8:30am to 5:00pm Out of Hours work for time off in lieu. |
| Salary range: (Based on experience) | £ 25,000 to £27,000 Full-time equivalent salary (FTE) | | |
| Study package? | No | | |
| Driving licence required? | Yes | Standard Beaulieu Hybrid Working Policy Applies: | Yes |
| Travel required? | Yes | | Insert additional hybrid working information here |
| Start date: | 01/03/2025 | | |
| Application cut-off date: | 10/02/2025 | | |

Reporting lines:





| Purpose of the role: | | |
|---|-------------------|----------------------------|
| <p>The core objective of this role is to provide efficient support as part of the IT Support team for ongoing project management. Guiding the organisations through periods of change relating to both hardware and software procurement.</p> <p>The IT infrastructure runs across a wide area of the Estate and is relied upon by many different departments as well as our customers and visitors. This role plays a vital part in continuing the development of our systems and processes to provide an excellent service to our customers and visitors.</p> | | |
| Qualifications / Education (or equivalent) | Importance | Assessment approach |
| Full UK Driving License | Essential | Shortlisting |
| Further/ Higher Education in Computing or IT or Business | Desirable | Shortlisting |
| Industry Recognised Qualifications (i.e. CompTIA/ Microsoft Cert) | Desirable | Shortlisting |
| Experience | Importance | Assessment approach |
| Customer Service Experience | Essential | Shortlisting |
| Project Management | Desirable | Shortlisting |
| Skills | Importance | Assessment approach |
| Excellent Customer Service | Essential | Interview |
| Clear Communicator (both written and verbal) | Essential | Shortlisting / Interview |
| Ability to Easily Adapt to Bespoke Software Applications | Essential | Shortlisting / Interview |
| Project Management | Desirable | Shortlisting / Interview |
| Knowledge and understanding | Importance | Assessment approach |
| Microsoft Office Knowledge to a High Level in Order to Support Others | Essential | Shortlisting / Interview |
| Knowledge of Business IT Processes | Desirable | Shortlisting / Interview |
| Understanding of EPOS/Retail and Ticketing Systems | Desirable | Shortlisting / Interview |
| Attributes | Importance | Assessment approach |
| Team Player | Essential | Interview |
| Good at Problem Solving (both alone and as part of a team) | Essential | Interview |
| Excellent Communication Skills | Essential | Interview |
| Manages Time Efficiently | Essential | Interview |
| Eager to Learn | Essential | Shortlisting / Interview |
| Excellent Troubleshooting Abilities | Essential | Shortlisting / Interview |



Role and responsibilities

The main responsibilities include working with different departments across the organisation to understand their data processes. Writing findings up in reports to undertake scoping for new projects, you will work with the IT Manager and IT Project Coordinator to assist with the design of any process changes in line with data and security requirements.

Following the procurement of new hardware and technologies you will assist IT projects across different locations on the Beaulieu Estate, supported by the wider IT team. This includes providing out of hours project support for planned upgrades/ installations.

Compliance must be maintained for the various systems in use, including but not limited to the General Data Protection Regulation (GDPR) and the Payment Card Industry Data Security Standard (PCI DSS).

| | | | |
|--|---------------------------------|-------|------------|
| Line Manager Approval: (Signature and name) | EV Insert approver name here | Date: | 03/01/2025 |
| HR Approval: (Signature and name): | LG Insert approver name here | Date: | 03/01/2025 |