Entity in which the role sits:	Beaulieu Enterprises Limited	**Position type:**	Full-time
Job title:	IT Project Assistant		Please enter number of hours per week below: 37.5
Department:	IT		
Location:	John Montagu Building, Beaulieu, SO42 7ZN		Permanent Salaried
Salary range: (Based on experience)	£ 25,000 to £27,000 Full-time equivalent salary (FTE)		**Additional information:** Mon to Fri 8:30am to 5:00pm Out of Hours work for time off in lieu.
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:	01/02/2025		
Application cut-off date:	19/01/2024		

Reporting lines:
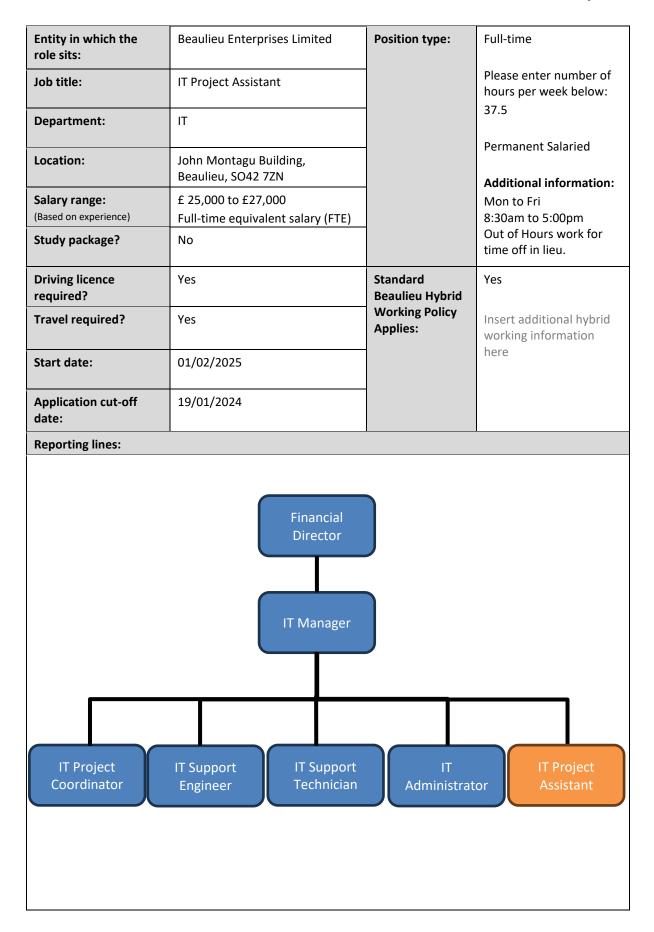
Purpose of the role:
The core objective of this role is to provide efficient support as part of the IT Support team for ongoing project management. Guiding the organisations through periods of change relating to both hardware and software procurement.
The IT infrastructure runs across a wide area of 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.

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 design any process changes in line with data and security requirements.

Following the procurement of new hardware and technologies you will assist with or take the lead on 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