



IT and Business Systems Support Coordinator

Lindengate Mental Health Charity is located at a stunning five-acre site in Buckinghamshire, where nature breathes new life into anyone looking for support with their wellbeing, through the healing power of nature. The garden lends itself to supporting people in recovering from a range of low to moderate mental health needs.

The natural beauty and richness of the site help to restore and heal, whilst specialised gardening, conservation, construction, cooking, and nature based art and crafts activities provide focus and purpose. Add to this the community of volunteers and staff who nurture a supportive, inclusive and safe environment and you have a recipe for success.

Our vision: Better health and wellbeing for all through nature.

Our mission: Through the provision of nature based activities, we empower everyone to nurture their wellbeing, connect to the healing power of nature and respect the environment.

Role title: IT and Business Systems Support Coordinator
Based at: Lindengate Charity, Aylesbury Road, Wendover, Buckinghamshire, HP22 6BD
Reporting to: IT Operations and Business Systems Manager
Hours: Up to 40 hours per week (6 month contract)
Pay: £11.50 per hour

MAIN DUTIES AND RESPONSIBILITIES:

- Maintaining, preparing and editing departmental spreadsheets and databases with accurate, up to date information sourced from a number of systems
- Assisting in the implementation and support of Microsoft Dynamics Charity CRM system
- Supporting users in the use of Microsoft 365, including Teams and SharePoint
- Provide adhoc assistance, supporting and training for staff
- Performing any other reasonable adhoc administrative tasks as requested by IT Operations and Business Systems Manager

Other responsibilities:

- Keep up to date with GDPR

PERSON SPECIFICATION

A combination of specific IT qualifications and/or experience and a natural aptitude to deal with a highly flexible environment. Experience of working in a fast growing charity or organisation would be useful.

- IT Literate – Excellence in MS Office Suite is essential. Experience of working with CRM solutions such as Microsoft Dynamics and Zoho Creator, Social Media platforms, Wordpress, Google Analytics, Survey Monkey and Mailchimp is desirable.
- Experience of database administration is essential
- Creative approach to problem solving, often thinking 'outside the box' to achieve a positive outcome
- Proactive approach to the working environment with flexibility to adapt to changing demands
- Excellent time management and organisation skills with the ability to multi-task and think on your feet
- Keen eye for detail with the drive to constantly improve

Personal attributes

- An empathy for people with mental health needs.
- High personal standards, including good time keeping, ability to meet deadlines and general good husbandry with all activities.
- Enthusiastic personality, able to motivate others and work as part of a team.
- Ability to deal with changing priorities and respond happily to the need to be flexible.

COMPLIANCE WITH POLICIES

All duties and responsibilities should be carried out in accordance with agreed policy and procedures, in particular the policies on Vulnerable Adults, Boundaries, Safeguarding, Confidentiality, Data Protection and Health and Safety.

Support: Training, where specifically required for the role, will be provided.

Security Checks: Employment is subject to a satisfactory Enhanced DBS check.

To Apply, please submit a full CV with covering letter to fiona.richardson@lindengate.org.uk

Telephone: 01296 622443

Website: www.lindengate.org.uk