

Job Description

Job title:	Insall Northern Offices IT and Administration Support
Reports to:	Practice Director and IT Manager
Location:	Chester
Contract:	Permanent
Working pattern:	Full-time hours – 9.00am to 5.30pm, Monday to Friday (37.5 hour week)

Overview

Donald Insall Associates is an award winning conservation architecture and built heritage consultancy. We have more than 125 staff in eight offices in the UK and overseas, and work on projects of all scales, from a dovecote to the Palace of Westminster.

We operate a Practice-wide information management system on the Union Square/Deltek platform which we call DIALOG. The role will include acting as an interface between Deltek and the Practice, managing the training of colleagues through the team of champions in each location, answering queries, managing the system, liaison with IT and working to constantly improve our processes.

The IT function will be on-site troubleshooting and technical assistance to the London-based IT Manager on servers and desktop installations.

The role includes working with the office team Associates to produce monthly invoices from the DIALOG system and to liaise with the London-based Accounts team. This includes preparing the Chester and Conwy invoices.

Supporting our team of admin staff in the northern offices as necessary with cover and advice, and Practice-wide when necessary, will be another aspect of this key role. General cover and liaison between Chester, Conwy, Manchester and Birmingham is essential. This may include travelling to each branch and there may be a requirement to go to the London office on occasions.

Duties and responsibilities include but shall not be limited to:

- Maintaining, updating and “policing” DIALOG procedures.
- Maintaining Practice-wide training and skills at suitable level for respective roles by working alongside the branch champions.
- Supporting specific business areas such as Accounts, HR, Company Secretary, Office Managers in addition to technical staff.
- Ensuring that DIA specific “how to” guides are published periodically to provide simple guidelines on regular DIALOG tasks.
- Working with the IT Manager to ensure the correct user rights are assigned to individuals.
- Working with the Project Planning & Quality Systems Manager to ensure DIALOG continues to support our combined ISO 9001/14001 accreditation.
- Providing a written report to Board – at least bi-monthly – on current DIALOG issues and continual improvement.
- Responding to requests for DIALOG support and assistance promptly and efficiently.
- Updating the DIALOG Knowledge Area so it provides a database of current and relevant information for the practice.
- Managing the evolution of DIALOG within the practice.
- Liaising with Deltek, the software provider, to resolve issues and, with request any system amendments.

- Designing and writing procedure notes from time to time.
- Responding to all requests for IT support/assistance from users promptly and efficiently.
- Resolving technical issues on a “first time fix” basis wherever possible, escalating complex issues to the Assistant to the IT Manager/IT Manager promptly where appropriate.
- Undertaking all set up activities as required for new employees (PC Build and upgrade) in a timely manner.
- Assisting the London IT Department with problem solving on servers when required.
- To support the invoicing of Chester and Conwy clients, by preparing invoices, checking with the relevant Associate, sending to the clients once approved and liaising with the Accounts Department as required.
- General administration support to the northern offices with occasional assistance Practice-wide.

Please note that this job description is not exhaustive, and the duties and responsibilities of the post may be amended from time to time, in consultation with the post holder.

Knowledge, Skills and Experience required

Candidates will need to demonstrate a solid CV with clear evidence of tangible contribution and success in both current and previous roles. As a minimum, we will be looking for:

- Have excellent IT skills operating/resolving issues associated with a Windows environment (MS Office/Windows 7-10).
- Previous experience operating in a first line IT support role.
- Be a proactive “completer/finisher” who pays close attention to detail and enjoys taking ownership of information resources.
- Have good verbal and written communication skills and an ability to interact with colleagues at all levels across the business.
- Be capable of handling and prioritising help requests and providing a support role across all offices.
- Happy to travel between offices when required.

Whilst not essential, we would also welcome applications from candidates with previous experience:

- Good administrator to assist with invoicing and general office duties.
- Knowledge of Union Square/Deltek database system – full training will be provided.

Equal Opportunities

Please apply with an up to date copy of your CV along with a covering letter to erica.bomphrey@insall-architects.co.uk.

Donald Insall Associates is an Equal Opportunities employer and positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity.

All employees of the Practice are responsible for monitoring their own Health and Safety at work and are expected to maintain the same duty of care towards their co-workers.