EDUCATING • EXPLORING • EXCELLING

Next Generation Travel Ltd
Chiltern House
181 Bristol Avenue
Blackpool FY2 0FP

t: 01253 441900
w: ngttravel.com

IT Assistant

About Next Generation

NGT is the innovative parent company and driving force behind the UK's fastest growing educational travel brands; offering unique, immersive tours to young people, from 10-21 years, designed to open minds and empower learning.

Our Vision

To be the trusted partner of choice for a broad range of high-quality educational tours and experiences.

Our Mission

To enhance educational outcomes for young people through inspiring, content-rich learning experiences, created by experts who care.

About Next Generation Values and Behaviours

The successful candidate will be expected to behave in a manner equal to the position. This role requires flexibility of hours, passion for service delivery, energy application and vision as required by the business. This role may also require the post holder to stay away from home on occasion.

NGT's behaviours are to be focused on our customers, to listen actively, to work as a team, to empower others and to show empathy.

NGT's Behaviours are that we will:

BE ACCOUNTABLE

Each of us is responsible for our words, our actions, and our results

BE CURIOUS

Ask questions, be interested, never stop learning

BE EMPOWERED

Be open, confident and ambitious. Explore success and evaluate & learn from mistakes

BE ONE TEAM TOGETHER

When we work TOGETHER anything is possible

DO THE RIGHT THING

Build trust through responsible actions and honest relationships

All of the above behaviours will be supported by our experienced Senior Management Team and continual learning practices.

Being part of NGT's team means that you will benefit from an annually reviewed salary, regular training & development opportunities and working within an exciting, energetic, and innovative culture where reward and recognition are aligned with our success from working together.

About The Role

Title: **IT Assistant**

Reporting to: Business Analyst

Location: Bispham (Blackpool), Kelvedon (Essex), or Cheam (Surrey)

NGT is investing heavily in updating technology and business processes to ensure that IT is an enabler of the business growth and profit objectives. NGT is working closely with a number of third-party technology and development companies to deliver and support the technology requirements.

The main focus of this role is to ensure the operational success of NGT IT systems and to ensure the smooth maintenance and development of IT systems for the NGT Group. The role provides front-line and systems support to the business (alongside first-line support provided by the appointed external IT servicing company) and provides assistance with physical aspects of the IT infrastructure.

The business is reliant on technology and ensuring that users are able to consistently use technology as an enabler of their work is extremely important.

Progress is a proprietary reservations system supported by an outsource development company. NGT also works with a number of other third-party technology suppliers providing the business with COTS solutions.

As part of a small team you will be expected to work alongside and support aspects of the NGT Business Analyst role, including covering for absence and working on IT changes where a second resource is required.

You will be responsible for fully representing the company's service ethic at all times and working within our expected framework of values and behaviours.

Role – Main Responsibilities

Support:

- Ensure that support processes are in place with the appointed external IT servicing company and other IT solution providers and ensure that these are followed by all users within the business
- Liaise with IT solution providers to ensure that reported issues are dealt with in a timely manner and act as primary NGT interface for the appointed external IT servicing company
- Escalation contact point for IT issues for NGT staff and the appointed external IT solution providers
- Work with the appointed external IT solution providers to manage the prioritisation of issues
- Provide onsite support as required by the appointed external IT solution providers to allow the resolution of reported issues
- Liaise with the appointed external IT solution providers to maintain, update, and change, the applied hardware and software as required
- Maintain a current and regularly updated IT catalogue of business users, user permissions, software, and hardware assignments
- Work alongside the Business Analyst to support the development and implementation of systems and business processes as required
- Provide first-line IT software training to business users as required to include business applications and the telephone system

Solutions:

- Support the definition, development, and delivery of Progress development requirements alongside the Business Analyst as required
- Triage Progress system issues and report to the responsible outsource development company with an appropriate priority to ensure the issue is attended and fixed
- Support the delivery of MI reporting as required through engagement with business stakeholders
- Support business stakeholders as required with the deployment of the Progress system to new users as required and across all sites
- Support the Vamoos system for all brands where necessary, supporting teams with technical issues and the development of new tools and as required
- Work alongside the Business Analyst to specify the build requirements for IT provider development required by the business
- Provide technical support to business functions as required – for example supporting the marketing team with database systems
- Provide assistance with website hosting and domain name control as required by the business

Infrastructure:

- Ensure that IT hardware is operating correctly and liaise with the appointed external IT servicing company as required to report or resolve noted issues
- Coordinate and conduct desk moves and physical hardware moves as required by the business across all locations

- Assist with deliveries and building management issues as required and as requested by the business

About The Individual

Individual – Essential Skills Required

- High level of IT literacy with knowledge of Microsoft products and web based products
- Good verbal and written communication skills to include basic reporting skills
- Understanding of delivering exceptional customer service and where it fits into this role
- Ability to communicate at all business levels with an understanding of commercial principles
- Ability to work under own initiative and as part of the wider business
- Good level of numeracy and financial awareness, and good analytical skills
- Ability to prioritise workload and resolve problems whilst working under pressure to meet deadlines
- Highly organised, accurate, focus on attention to detail, adaptable and flexible

Individual – Useful Skills

- Advanced knowledge of IT systems and hardware
- Experience in an IT support role and providing assistance with IT matters to business users
- Experience of working with IT outsource companies to ensure delivery against targets
- Experience of working within a customer focused environment
- Advanced knowledge of the School Travel Market
- Driving licence

Individual – Essential Personal Attributes

- Self motivated, positive and professional
- Real passion for exceptional service delivery
- Ability to work independently inside a team environment
- Desire to support the development of the business and others
- Flexible, adaptable and positive approach to work
- Free to travel

Individual Additional Information: – Criminal Records Bureau Checks

Due to the nature of the information held and operated by NGT, it is a requirement that all staff members hold current and qualifying CRB checks. Further information can be provided and there would be no charge to the successful applicant should a new or updated check need to be processed.

About the Conditions and Benefits

In addition to a basic salary you will benefit from a company pension scheme after a qualifying period.

Annual leave entitlement will be 25 days per annum, and un-paid leave can be requested and is subject to approval.

Flexible working hour requests can also be considered around term time.