**Technical Operations Officer**

**Hours:** Part-Time, 21 hours per week (3 days a week). May include occasional evenings and weekends (time off in lieu given)

**Salary:** £40,000 FTE (£24,000 Actual, 3 days per week)

**Location:** Hybrid working; Combination of bpf’s offices at 37 Mapesbury Road, Kilburn, London NW2 and homeworking

**Responsible to:** Director of Membership & Communications

**Annual leave:** 30 days plus Bank Holidays (pro-rated)

**Pension:** Employer 3%, employee 5%

**Job Purpose:**

The Technical Operations Officer will play a vital role in the smooth running of our technical infrastructure and IT systems. The post holder will work with our external IT providers to ensure our Microsoft systems are functioning, our CRM and payment systems are up to date and functioning, our student learning platform is maintained, our cyber security is tested and up to date and all day-to-day technical operations are supported. We have also recently installed a clinical services software package.

You will work alongside our training managers and our membership and events managers to provide excellent technical operations.

**About Us:**

The British Psychotherapy Foundation (bpf) is a psychotherapy training and membership organisation and it’s our mission to ensure psychotherapy is available to as many people who need it as possible. We are set up as a charity and membership body and we will be aiming to register with the Office for Students in the near future.

With over 750 members, we are one of the largest psychotherapy membership and training organisations in the UK. Our approach is based on the rich tradition of psychoanalytic and Jungian theory and practice, while also drawing on scientific advances in our understanding of the human mind and development. You will be joining a staff of about 35 employees who are enthusiastic about growing our organization and providing our trainees, members and patients the best possible service.

bpf staff enjoy the flexibility of working in a hybrid format, and we pride ourselves upon taking ownership of our individual responsibilities, supporting one another, respecting boundaries, respecting diversity, taking initiative, and coming up with creative solutions.

The post-holder will report to the Director of Membership & Communications who will be on hand to offer guidance and support. This is a fantastic opportunity to make a considerable impact at the bpf and to develop your career with us as we continue our growth.

**Responsibilities:**

* Support the implementation and maintenance of technical operations, including system monitoring, basic troubleshooting, and incident reporting
* Assist in maintaining and creating documentation of operational procedures, system configurations, security measures, and incident reports
* Coordinate with various teams to help ensure smooth deployment processes and system updates
* Train staff on using our systems and ensure they are granted appropriate access for their role
* Monitor system performance and alert relevant stakeholders of any issues or anomalies
* Help implement operational procedures and participate in process improvement initiatives
* Assisting with updating our website
* Making sure we are cyber-secure

**Requirements:**

* Bachelor's degree in a relevant subject or equivalent practical experience
* 2+ years of experience in technical operations or systems administration
* Knowledge of Microsoft Suite administration, CRM processes, Wordpress, Zoom, MS Teams, learning management system a bonus but ability to learn quickly about implementation of a learning system would be necessary
* Basic knowledge of HTML/CSS coding
* Experience with monitoring tools and basic troubleshooting
* Strong attention to detail and organizational skills

**Person Specification:**

**Essential Competencies:**

* Demonstrates collaborative agility through ability to work effectively across different teams and adapt to changing priorities
* Shows effective communication skills with the ability to convey technical information clearly and concisely to various stakeholders
* Exhibits adaptability and commitment to continuous learning, particularly in keeping up with new technologies and processes
* Demonstrates proactive problem-solving abilities, with the capability to identify and escalate issues appropriately

**Technical Knowledge and Experience:**

* Working knowledge of infrastructure management and system monitoring
* Experience with Wordpress, CRMs (Civi CRM preferable), Microsoft Suite Administration, Zoom, MS Teams
* Understanding of security best practices and compliance requirements, including UK GDPR
* Experience in incident tracking and documentation

**Personal Qualities:**

* Shows empathy, patience and understanding when working with team members and stakeholders
* Demonstrates adaptability in managing changing work priorities
* Maintains a proactive approach to identifying potential technical issues
* Shows commitment to personal development and learning new skills

**Professional Behaviours:**

* Actively participates in team initiatives and collaborations
* Takes ownership of assigned tasks and follows through to completion
* Demonstrates alignment with FREDIE principles in daily work:
* Fairness in handling requests and issues
* Respect for colleagues and stakeholders
* Equality in service delivery
* Diversity in approach to problem-solving
* Inclusion in team communications
* Engagement with organizational goals

**Other terms and benefits of Employment**

**Benefits:** Death in service cover. This is payment to a chosen recipient of twice the salary if a staff member dies in service.

**Notice period:** One month during 6-month probationary period; 1 month thereafter.