



Digital Apprentice

Job Summary

To work as part of the Digital team providing support to all users across the Main Hospice site and Retail Shops including general first line IT support.

Digital underpins work in all hospice departments and as we continue to develop services for patients, family members and other people that we support there is an increasing demand for IT services and user support for colleagues and volunteers.

Main duties and responsibilities

Professional

1. Provide first line support to internal/ external customers.
2. Support and action the installation of new and existing hardware and software.
3. Support and maintain the Hospice's cloud environment.
4. Assist with software upgrades with assistance from our Managed Service Provider (MSP) where appropriate.
5. Assist with ensuring colleagues have access to all systems that are required.
6. Telephony – work with colleagues and providers to ensure they're set up and work correctly.

Updated September 2025

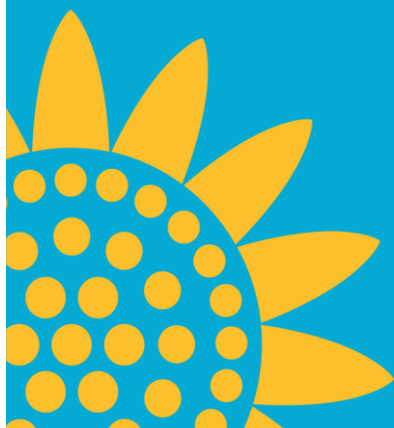
7. Work with contractors on electrical/network/other work.
8. Respond to/manage colleague calls and emails.
9. Enter details of queries into the IT ticketing system and allocate the correct priority to each job.
10. Triage tickets and escalate any issues to the correct specialist.
11. Undertake minor IT fixes to 1st line status by phone with a remote connection to colleagues or by giving verbal instruction.
12. Contribute to Digital team projects where required.

Other

1. Attend all mandatory training or courses.
2. Attend any training or development required by the Hospice.
3. Read, understand and follow all Hospice policies and procedures.
4. Participate in the Annual Performance Review.
5. Positively promote, support and represent the Hospice especially within the community, and



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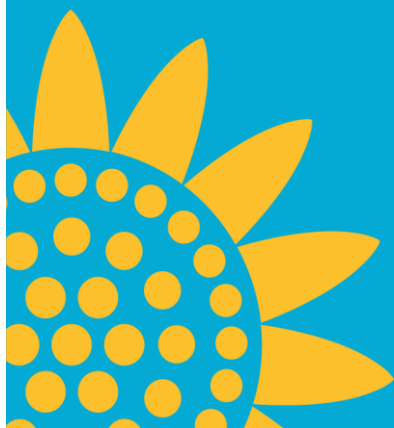


- to maintain the philosophy, ethos and ambience.
6. Comply with and promote the Hospice's Equality, Diversity, Inclusion & Harassment policy.
 7. Live and work in line with the Hospice's vision, mission and values.
 8. Be aware of personal responsibilities and discharge these as defined by the Health & Safety at Work Act 1974.
 9. Maintain strict confidentiality in all matters relating to the Hospice, its business, patients, staff and ethos.
 10. Undertake any other tasks, duties or responsibilities as requested by your Line Manager or other Senior Manager, including the Board of Trustees and Chief Executive.

This Job Profile is an outline of responsibilities and will be subject to review with the postholder in light of the changing needs of the post and Hospice.



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Person Specification

Requirement	Essential	Desirable
Qualifications		- Functional Skills Level 2 in Maths and English or O Level/ GCSE in Maths and English at grade C or above - Basic IT Qualification
Experience & Skills	- Attention to detail - Organisation skills - Customer service skills - Problem solving skills - Analytical skills	- Experience of working in a busy environment - Experience of working in a people-facing role - Knowledge of confidentiality
Communication	Good communication skills	
Personal	- Logical thinking - Good team player - Be able to use initiative - Can do attitude - Helpful and professional - Non-judgemental - Patient - A keen interest in IT - Willing to learn and develop new skills	
IT	- Good basic IT skills - Knowledge of Microsoft applications (Word, Excel, Powerpoint, Outlook) - Basic knowledge of computers	
Other Requirements	Be prepared to assist with Hospice fundraising activities	

You must be able to demonstrate how you meet the essential or desirable requirements in your application form, supporting statement, documentation or evidence, interview presentation or during interview