

# IT & RESOURCES OFFICER

x1 fixed-term contract until March 2027

## **Job pack**

**Closing date: 25 January 2026, 23:59**



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# JOB DESCRIPTION

## IT & Resources Officer

<b>Purpose:</b>	To ensure the smooth operation of IT systems and manage organisational resources to support efficient service delivery.
<b>Responsible to:</b>	Head of People and Senior Information Security & Data Protection Officer
<b>Number of hours:</b>	Full-time = 35 hours/week (net)
<b>Length of contract:</b>	Fixed-term until March 2027
<b>Salary:</b>	£37,925, plus generous benefits

### The organisation

Foundations strives to be a great place to work, where everyone is high performing and where together we achieve impact that makes a real difference for vulnerable children and families. We focus on generating and championing high quality evidence, working directly with government and local leaders to provide practical solutions and encourage change. We're an organisation with ambitious aims and our people are essential to our success.

### The role

To ensure the smooth operation of IT systems and manage organisational resources to support efficient service delivery. This role combines technical expertise with strong organisational skills to maintain infrastructure, provide user support, and oversee resource allocation, while ensuring a safe and well-functioning office environment.

### Key tasks

#### IT Responsibilities

- Manage and maintain IT systems, hardware, and software across the organisation.
- Liaise with external IT providers for system upgrades and troubleshooting.
- Maintain software and hardware asset registers and ensure secure onboarding, licence renewals or decommissioning of software.
- Support onboarding, role changes and offboarding of staff with IT setup and training.
- Administer Microsoft 365 suite, SharePoint access, and ensure data security.
- Assist with cyber security compliance (e.g., Cyber Essentials Plus accreditation).
- Create user guides and provide training on key software (Microsoft Office Suite, SharePoint, OneDrive, CRM).



- Support the Senior Information Security & Data protection Officer in the delivery of the IT strategy.
- Support information security and endpoint security measures.

## Resources & Operations Responsibilities

- Oversee procurement and inventory of office equipment and supplies.
- Manage contracts with suppliers and ensure cost-effective purchasing.
- Coordinate facilities management, including office space and equipment allocation.
- Act as health and safety lead, ensuring compliance with legal obligations.
- Book travel and accommodation for staff as required.
- Maintain regular contact with building management and troubleshoot issues.
- Ensure office is safe, welcoming, and well-functioning.
- Respond to ad hoc tasks and support wider Operations and People teams.

## People Support

- Assist with recruitment campaigns and liaise with Communications.
- Coordinate onboarding and learning & development activities.
- Draft HR correspondence (contracts, changes, onboarding and leaver letters).
- Maintain confidentiality and compliance with GDPR.

## Person specification

Requirement	Essential	Desirable
<b>Qualifications and training</b>		
1. Educated to A-level or equivalent; CIPD Level 3 or IT qualification desirable.	X	
<b>Experience</b>		
2. Experience providing IT support and managing office resources.	X	
3. Experience in procurement and vendor management.		X
4. Experience supporting recruitment and HR processes.		X
<b>Knowledge, skills, and abilities</b>		
5. Strong IT skills (Microsoft Office Suite, SharePoint, OneDrive).	X	
6. Excellent organisational and planning skills.	X	
7. Strong communication and customer service skills.	X	



8. Ability to handle confidential information.	X	
9. Knowledge of cyber security best practices.	X	
<b>Personal qualities</b>		
10. Flexible, proactive, and able to prioritise a varied workload.	X	
11. An active commitment to anti-racism and ensuring that equality, diversity and inclusion is part of all work	X	

## Additional information

### Data protection

If staff have contact with computerised data systems, staff are required to process and/or use information held on a computer in a fair and lawful way. Staff are also required to hold data only for the specific registered purpose and not to use or disclose it in any way incompatible with such purpose. Please refer to our [Privacy Policy - Foundations](#) for further information.

### Safeguarding and Equality, Diversity, Inclusion and Equity (EDIE)

Foundations is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff to share this commitment. Foundations is committed to building a diverse, equitable and truly inclusive organisation. All posts (and postholders) will seek to ensure diversity and inclusion, while opposing all forms of unlawful and unfair discrimination on the grounds of age, disability, gender identity, marriage and civil partnership, pregnancy and maternity, race, nationality, ethnic or national origin, religion or belief, sex and sexual orientation, or social and economic background.



# FOUNDATIONS' CULTURE CODE

**Foundations is an impact driven organisation, where everything we do is to improve outcomes for vulnerable children and families.**

Our mission is to generate and champion actionable evidence that improves services that support family relationships, because we believe every child should have the foundational relationships they need to thrive in life.

The culture at Foundations is what makes this possible: our shared values, the social purpose and high impact of our work, the opportunity to work with excellent colleagues, the ability to develop skills and experience, and our competitive salaries. We want Foundations to be the place you can do the best work of your life.

## Accountability, autonomy and support

People thrive when they are working with great people, when everyone is working together and playing their part. At Foundations, staff have accountability, autonomy, and support. By harnessing the power, ideas, and energy of all of us we are empowered and accountable for delivering excellent work. We support each other to be the best we can be, through strong and effective line management, and through the wider culture at Foundations.

## High performance

Foundations has an expectation that everyone is high performing, so we can improve the lives of vulnerable children and families. We achieve this by investing in excellent line managers and having a strong feedback culture that we train everyone in. We also use Objectives and Keys Results (OKRs) to keep us on track. OKRs are set quarterly at an organisation, team and individual level and are a collaborative goal-setting tool used to set challenging, ambitious goals with measurable results. Our approach means that we dedicate organisational energy where it's needed and are flexible and responsive to changing priorities.

## Pay

As our expectations are higher than some other employers, we pay in the upper quartile for our sector. Fairness and transparency are at the heart of our pay framework, and we believe that everyone in the same role should be paid the same salary. This reduces pay inequalities that typically emerge in performance-related pay models. Our pay framework is different:

- Everyone at Foundations is highly paid for their role
- Pay is not linked to performance, as high performance is expected



- We don't negotiate on salaries, including when we are recruiting
- Our pay framework is simple, fair and equitable
- Pay progression happens regularly – through cost-of-living increases and regular benchmarking
- Everyone is paid London salaries, regardless of where they live.

## Values and behaviours

People join Foundations because they care about the work we do. Our multi-skilled team is brought together by a shared values and the behaviours we expect to see.

**We are transparent in our decisions and actions.** We are always clear about the work we're doing, the quality we expect and the messages we share with our partners. We keep our promises, and we won't shy away from difficult conversations.

**We are rigorous in everything we do, using our expertise and critical thinking to produce high-quality work so that we are a trusted voice.** We use our time and resources to do things properly and to a high standard.

**We are collaborative in our work and our relationships with partners, funders, colleagues and the families and children we serve.** From working with other funders to make substantial investments in evidence generation, to giving power to people who have lived experience of the services we're trying to improve, our partnerships make an enormous difference to the impact of our work.

**We champion Equality, Diversity, Inclusion and Equity.** We know that the children and families we serve are affected by disadvantage and discrimination that directly reduces their chances of living in a loving and stable family environment. Understanding how services and interventions work for everyone, and actively seeking out what works for specific groups of people, helps us achieve our mission and vision. And we want a staff team that reflects the diversity of our community, and this means we work hard to be inclusive and accessible, and we are striving to be an anti-racist organisation.

**We make an impact.** We start all our work by questioning whether it will have an impact and we continually reflect on whether this bears out. Even when it's difficult to do so, we will change course if it means our work will be more impactful.

We are ambitious and optimistic about the change Foundations will make to improve family relationships for vulnerable children.



# STAFF BENEFITS

Foundations has an excellent package of staff benefits, alongside high salaries, to support our high performing team.

Paid Leave	<ul style="list-style-type: none"><li>• 30 days annual leave, plus one extra day off for your birthday</li><li>• Paid bank holidays, up to 3 can be switched for religious observance</li><li>• Up to five days carers' leave, in a 12-month period, three days paid</li><li>• Paid compassionate leave</li><li>• Enhanced sick pay</li><li>• Enhanced parental leave and pay</li></ul>
Health and Wellbeing Support	<ul style="list-style-type: none"><li>• Employee Assistance Programme with 24/7 counselling, legal &amp; information line</li><li>• Unlimited access to 24/7 GP</li><li>• Second medical opinion service</li><li>• Mental health support</li><li>• Health check</li><li>• Nutrition consultations</li><li>• Online fitness programme</li><li>• Online portal and access to the Smart Health app</li><li>• Services available to partner and dependents</li><li>• Life cover at 4 x annual salary</li><li>• Bike to work scheme</li></ul>
Eye care	<ul style="list-style-type: none"><li>• Free eye test and contribution towards glasses</li></ul>
Pension	<ul style="list-style-type: none"><li>• 6% employer and 3% employee contribution. No limit on any additional employee contributions made via auto enrolment.</li></ul>
Professional Memberships	<ul style="list-style-type: none"><li>• Professional membership paid, where needed to fulfil role</li></ul>
Staff Discount Scheme	<ul style="list-style-type: none"><li>• Provided by PerkBox; includes discounts across a range of shops and services</li></ul>



# HOW TO APPLY

We look forward to receiving your application. **Applications close on 26 January 2026 at 23:39.**

Please apply through the following link: <https://uk.indeed.com/job/it-resources-officer-21255d194e57f240>

Interviews will be held in person, at our office in London, in the week commencing 2<sup>nd</sup> February.

If you could like an informal conversation whilst applications are open, please contact hiring manager Maria Baldwin: [maria.baldwin@foundations.org.uk](mailto:maria.baldwin@foundations.org.uk)

**We are currently unable to offer sponsorship. Please ensure you have the right to work in the UK before applying.**

## Recruitment process:

- When the closing date has passed, candidates will be shortlisted which can take up to one week.
- In the meantime, we ask you to complete our diversity monitoring form which helps us ensure we are reaching out to a diverse pool of candidates as part of our EDIE strategy.
- Once shortlisting is complete, you will either be invited for an interview or informed if you have been unsuccessful.
- If successfully shortlisted, you will be invited to complete a task which could be a written task or a presentation on a topic. This information will be provided in advance for you to prepare.
- The next stage will be an interview which will consist of competency-based questions with a panel and usually lasts 45 minutes.

When interviews have concluded, the panel will discuss and score candidates on their task and interview to make a decision. It can take up to one week. All candidates who have been interviewed will then be informed of the decision and feedback can be provided upon request.