

Digital Support Officer

Job Description and Person Specification

Purpose of the role

The Green Party are recruiting an additional Digital Support Officer to assist with technical support duties during the General Election short campaign period.

The Digital Support Officer will provide hardware and software assistance to Green Party staff and support the day-to-day running of our Millbank offices on a shift basis alongside the existing Digital Team.

In addition, this role will help provide 1st line technical support to the wider party via our Support Desk system, offering guidance and assistance to users of vary technical abilities and escalating support requests where applicable.

Salary: £27,863 per annum
(Point 6 on the GPEW pay scale)

Hours: 35 hours per week, shift-based including evenings and weekends

Job type: Temporary, self-employed basis

Location: Office-based, London

Line manager: Digital Manager

Line management responsibilities:

N/A

Key relationships:

Green Party staff, local and regional parties, General Election candidates and agents

Application process:

To apply, please complete the application form and return to recruitment@greenparty.org.uk

We welcome applicants from all backgrounds and communities, in particular those that are currently under-represented within our staff team. This includes, but is not limited to, people from minority ethnic groups and those who identify as disabled.

If you require any adjustments to help you complete the application, please contact hr@greenparty.org.uk

Principal Roles and Responsibilities

IT Equipment

1. Provide a first point of contact within the Digital Team for hardware and general software enquiries.
2. Setup, provide, recover, and maintain IT equipment for staff members, including asset tracking.
3. Provide technical assistance at our Millbank offices.

Technical support

1. Provide 1st line support for enquiries to our Zoho Desk support desk.
2. Manage support expectations via telephone, email and face-to-face.
3. Escalate specialist queries to relevant team members.
4. Handle the provisioning of email accounts and password resets.
5. Resolve Member's Site access issues.
6. Update support content when issues in accuracy are identified.
7. Process email and local officer changes.

Any other ad-hoc support and duties

1. Support the Digital Manager and the wider Digital Team in other duties that contribute to outstanding technical support, as and when required.

Person Specification

	Attribute	Essential/ desirable	Assessment
Experience	Previous experience in a 1 st line helpdesk support role	Essential	Application/ interview
	Experience supporting users with a wide variety of technical knowledge and skills	Desirable	Application/ interview
Skills/abilities	Excellent customer service and communication skills	Essential	Application/ interview
	Office 365/Azure/Intune/Teams/SharePoint admin, user and group administration	Essential	Application/ interview

	Windows 11 and Android hardware knowledge in a 365 environment	Essential	Application/ interview
Knowledge	Understanding of Green Party organisation at local, regional and national level	Desirable	Application/ interview
Personal attitudes	Sympathy with the aims and policies of the Green Party, and with development of a more sustainable society	Essential	Application/ interview
Personal circumstances	Not a member of another UK political party	Essential	Application
	Eligible to work in the UK	Essential	Application
	Able and willing to work occasional unsocial hours and outside of normal office hours as required	Essential	Application
Equality	Committed fully to the principle of Equal Opportunities for all inline with Green Party policies	Essential	Application/ interview

Green Party of the United Kingdom

Green Party of the United Kingdom
10, The Green, London, W14 0AF, UK
Tel: 020 7434 2000
www.greenparty.org.uk

Green Party of the United Kingdom
10, The Green, London, W14 0AF, UK
Tel: 020 7434 2000
www.greenparty.org.uk

Green Party of the United Kingdom
10, The Green, London, W14 0AF, UK
Tel: 020 7434 2000
www.greenparty.org.uk

Green Party of the United Kingdom
10, The Green, London, W14 0AF, UK
Tel: 020 7434 2000
www.greenparty.org.uk

Green Party of the United Kingdom
10, The Green, London, W14 0AF, UK
Tel: 020 7434 2000
www.greenparty.org.uk

Green Party of the United Kingdom
10, The Green, London, W14 0AF, UK
Tel: 020 7434 2000
www.greenparty.org.uk

Green Party of the United Kingdom
10, The Green, London, W14 0AF, UK
Tel: 020 7434 2000
www.greenparty.org.uk

Green Party of the United Kingdom
10, The Green, London, W14 0AF, UK
Tel: 020 7434 2000
www.greenparty.org.uk

Green Party of the United Kingdom
10, The Green, London, W14 0AF, UK
Tel: 020 7434 2000
www.greenparty.org.uk

Green Party of the United Kingdom
10, The Green, London, W14 0AF, UK
Tel: 020 7434 2000
www.greenparty.org.uk

Green Party of the United Kingdom
10, The Green, London, W14 0AF, UK
Tel: 020 7434 2000
www.greenparty.org.uk

Green Party of the United Kingdom
10, The Green, London, W14 0AF, UK
Tel: 020 7434 2000
www.greenparty.org.uk

Green Party of the United Kingdom
10, The Green, London, W14 0AF, UK
Tel: 020 7434 2000
www.greenparty.org.uk

Green Party of the United Kingdom
10, The Green, London, W14 0AF, UK
Tel: 020 7434 2000
www.greenparty.org.uk

Green Party of the United Kingdom
10, The Green, London, W14 0AF, UK
Tel: 020 7434 2000
www.greenparty.org.uk

1. The Green Party is a political party in the United Kingdom. It is a green party, which means it is focused on environmental issues and social justice.

2. The Green Party was founded in 1983. It was the first green party in the United Kingdom to have a significant presence in the House of Commons.

3. The Green Party has a long history of advocating for environmental protection, social justice, and human rights. It has been a leading voice in the UK for these issues.

4. The Green Party has a strong presence in the UK. It has a large membership base and a significant number of elected representatives in the House of Commons.

5. The Green Party is a progressive party. It is committed to social justice, environmental protection, and human rights. It is a party that believes in a better future for all.

6. The Green Party is a party of the future. It is a party that believes in a better future for all. It is a party that is committed to environmental protection, social justice, and human rights.

7. The Green Party is a party that is committed to environmental protection, social justice, and human rights. It is a party that believes in a better future for all.

8. The Green Party is a party that is committed to environmental protection, social justice, and human rights. It is a party that believes in a better future for all.

9. The Green Party is a party that is committed to environmental protection, social justice, and human rights. It is a party that believes in a better future for all.

10. The Green Party is a party that is committed to environmental protection, social justice, and human rights. It is a party that believes in a better future for all.

11. The Green Party is a party that is committed to environmental protection, social justice, and human rights. It is a party that believes in a better future for all.

12. The Green Party is a party that is committed to environmental protection, social justice, and human rights. It is a party that believes in a better future for all.

13. The Green Party is a party that is committed to environmental protection, social justice, and human rights. It is a party that believes in a better future for all.

14. The Green Party is a party that is committed to environmental protection, social justice, and human rights. It is a party that believes in a better future for all.

15. The Green Party is a party that is committed to environmental protection, social justice, and human rights. It is a party that believes in a better future for all.

16. The Green Party is a party that is committed to environmental protection, social justice, and human rights. It is a party that believes in a better future for all.

17. The Green Party is a party that is committed to environmental protection, social justice, and human rights. It is a party that believes in a better future for all.

18. The Green Party is a party that is committed to environmental protection, social justice, and human rights. It is a party that believes in a better future for all.

19. The Green Party is a party that is committed to environmental protection, social justice, and human rights. It is a party that believes in a better future for all.

20. The Green Party is a party that is committed to environmental protection, social justice, and human rights. It is a party that believes in a better future for all.

1. The Green Party is a political party in the United Kingdom. It is a green party, which means it is focused on environmental issues and social justice.

2. The Green Party was founded in 1983. It was the first green party in the United Kingdom to have a significant presence in the House of Commons.

3. The Green Party has a long history of advocating for environmental protection, social justice, and human rights. It has been a leading voice in the UK for these issues.

4. The Green Party has a strong presence in the UK. It has a large membership base and a significant number of elected representatives in the House of Commons.

5. The Green Party is a member of the Alliance of Green and Social Alternatives (AGSA). This is a coalition of green parties across Europe.

6. The Green Party is a member of the European Green Party (EGP). This is a coalition of green parties across Europe.

7. The Green Party is a member of the Alliance of Green and Social Alternatives (AGSA). This is a coalition of green parties across Europe.

8. The Green Party is a member of the European Green Party (EGP). This is a coalition of green parties across Europe.

9. The Green Party is a member of the Alliance of Green and Social Alternatives (AGSA). This is a coalition of green parties across Europe.

10. The Green Party is a member of the European Green Party (EGP). This is a coalition of green parties across Europe.

11. The Green Party is a member of the Alliance of Green and Social Alternatives (AGSA). This is a coalition of green parties across Europe.

12. The Green Party is a member of the European Green Party (EGP). This is a coalition of green parties across Europe.

13. The Green Party is a member of the Alliance of Green and Social Alternatives (AGSA). This is a coalition of green parties across Europe.

14. The Green Party is a member of the European Green Party (EGP). This is a coalition of green parties across Europe.

15. The Green Party is a member of the Alliance of Green and Social Alternatives (AGSA). This is a coalition of green parties across Europe.

16. The Green Party is a member of the European Green Party (EGP). This is a coalition of green parties across Europe.

17. The Green Party is a member of the Alliance of Green and Social Alternatives (AGSA). This is a coalition of green parties across Europe.

18. The Green Party is a member of the European Green Party (EGP). This is a coalition of green parties across Europe.

19. The Green Party is a member of the Alliance of Green and Social Alternatives (AGSA). This is a coalition of green parties across Europe.

20. The Green Party is a member of the European Green Party (EGP). This is a coalition of green parties across Europe.