

# Job Description

Ummah Welfare Trust | +44 (0)1204 661 030



Reg. Charity No. 1000851

<b>ROLE</b>	<b>Applications Support Officer</b>
<b>STATUS</b>	<b>Full-time</b> (based at the head office in Bolton)
<b>HOURS</b>	<b>40 hours/week</b>
<b>RESPONSIBLE TO</b>	<b>IT Manager</b>
<b>SALARY</b>	<b>Up to 30k per annum (dependent on experience)</b>

## THE ORGANISATION

Established in 2001, Ummah Welfare Trust is a UK-based international relief and development charity. Inspired by the Islamic teachings of empathy, generosity and selflessness, the trust aims to alleviate poverty and suffering across the world, and also ensuring that the rights of those who are neglected and oppressed are fulfilled by providing sustainable development solutions relating to shelter, education, health, and spiritual wellbeing.

Knowing that we are all ultimately accountable to the Almighty, the charity strives to maintain transparency and accountability, and as such the charity also has a full and transparent audit trail from the donor to the beneficiary.

To find out more about the organisation please visit our website on: <https://uwt.org/>

## THE ROLE

We are currently going through a very exciting time and are seeking an Applications Support Officer to provide support to our users on various applications currently being utilised as part our operations.

The post holder will:

- Become the expert user of our core applications that include Donation Management, Finance and Aid Management software that is built on Salesforce Technology.
- Drive user engagement and adoption of our suite of applications within the organisation.
- Work closely with end users, understand their training needs, and deliver appropriate training and support.
- Carry out system administration activities including user management, release management and database management whenever necessary.
- Preparing & building reports for the organisation using reporting tools with the current applications.

## MAIN DUTIES

- Act as the initial point of contact for all support related matters relating to our core applications.
- Operating the help desk application by setting up and supporting new user accounts, working closely with UWT colleagues to ensure issues and requests are logged within our helpdesk and resolved to the customer's satisfaction within our SLA's.
- Providing 1<sup>st</sup> and 2<sup>nd</sup> line support to internal and external stakeholders and escalating issue with third party providers where necessary.
- Conducting training needs and skills gap analysis on users as and when necessary.
- Training users individually and through training workshops on new/updated features and current releases.
- Working closely with the QA and Development teams to carry out testing to ensure the quality of future releases.
- Organize and manage the UAT testing with our user base on future releases.

# PERSON SPECIFICATION

This post is subject to a Disclosure and Barring Service (DBS) check.

CATEGORY	CRITERIA	REQUIREMENT
Qualifications	ITIL or similar qualification is service delivery and management	Essential
Experience	Demonstrable experience within a first or second-line product support team.	Essential
	Experience of talking to staff / clients through a series of actions, either face-to-face or over the phone.	Essential
	Experience in supporting Office 365 packages	Essential
	Delivering training both in person and remotely	Desirable
Skills / Abilities	General understanding of software applications. Specifically finance packages and cloud-based systems.	Essential
	Have a proven ability in assisting users in a clear and concise way	Essential
	Ability to work creatively, maintaining a high quality of work and attention to detail in a fast-paced environment	Essential
	Self-Starter, motivated, able to manage own workload	Essential
	Experience with testing bespoke software solutions	Desirable
	Help desk ticketing system	Essential
Knowledge and understanding	Knowledge of most mainstream applications (Salesforce, Office 365 etc.)	Essential
	Conducting root cause analysis	Essential
	Demonstratable knowledge and experience of the humanitarian and non-profit policy sector	Desirable
	Personal conduct and delivery of work should comply with the values and culture of Ummah Welfare Trust	Essential
Other	The ability to occasionally adapt working hours to meet the requirements of the organisation	Essential
	Hold a valid UK driving license and have full access to your own car	Desirable

The closing date for applications is **30<sup>th</sup> April 2024**, although the position may close sooner if the right candidate is found.

To apply for this role, please email your CV and Covering Letter to [vacancies@uwt.org](mailto:vacancies@uwt.org)

Please ensure that you **address how you satisfy each of the criteria in the person specification in your covering letter.**

For more information or discussion about the role please contact: 01204 661048