

IT Client Services Specialist	
Salary (FTE)/Hourly rate of pay:	£28,000 - £32,000 (& Benefits)
Contract Type:	Permanent
Hours of work:	Full Time - 37.5 hours
Responsible to:	Director of Homes & Places
Location:	YMCA North Tyneside, Church Way, North Shields, NE29 0AB

Organisational Context:

YMCA North Tyneside is a Voluntary Sector Organisation undertaking youth and community programme work in areas of North Tyneside, South Tyneside, and Teesdale. We are part of the worldwide YMCA movement, which started in London in 1844 has grown to become the world's largest and oldest youth movement. Now, more than 175 years later, YMCA is operating in 119 countries, with 64 million people reached annually around the world. Guided by our Christian values, we believe everyone has potential, and we serve our communities so that all can hope, belong, contribute and thrive.

Job Purpose:

To be the bridge between our people and our technology. You will ensure that our diverse teams—from youth workers and housing officers to nursery and gym staff—have the digital tools, skills, and confidence to work effectively. By managing external partners, optimising our systems, and championing digital safety, you will ensure our IT infrastructure is an asset to our mission rather than a barrier to our work.

Main Duties & Responsibilities:

1. Partner Coordination & Service Support

- Serve as the main, welcoming point of contact for our external IT support providers.
- Review regular support ticket trends to identify common technical issues, helping us put simple solutions and staff learning in place.
- Monitor provider SLAs (Service Level Agreements) to make sure our charity receives reliable, high-quality, and cost-effective tech support.

2. Digital Coaching & Skills Development

- Listen to and work alongside different teams to spot digital "skills gaps" and understand where staff need extra tech guidance.



- Create, coordinate, and help deliver friendly training sessions to boost staff confidence across key software and systems.
- Act as an encouraging "digital coach," helping non-technical colleagues feel comfortable embracing new tools—including practical, ethical uses of AI—in their day-to-day work.

3. Practical Security & Continuity Support

- Cybersecurity in Action: Help implement daily cyber security practices (such as MFA, encryption, and endpoint security) to protect our data, supporting our pathway to Cyber Essentials certification.
- Risk Awareness: Help identify basic technical vulnerabilities across our local sites and keep our IT Risk Register up to date so frontline services run smoothly.
- Business Continuity Support: Assist in maintaining and testing our Disaster Recovery plans, ensuring we can continue providing uninterrupted care and support to our residents and children.

4. IT Purchasing & Asset Tracking

- Equipment & Software Coordination: Support the end-to-end purchasing process for hardware and software by researching equipment options, gathering specs, and ensuring charity funds are spent wisely.
- Vendor Support: Work alongside our providers to help track existing contracts (such as Google Workspace and CRM tools) so our software scales with our growing team.
- Device Management: Oversee the practical lifecycle of our devices—laptops, tablets, mobiles, and VOIP phones—ensuring equipment is assigned, tracked, and updated on a sustainable replacement schedule.

General:

It is in the nature of the work at YMCA North Tyneside that tasks and responsibilities are in many circumstances unpredictable and varied, therefore, this job description is not an exhaustive list of duties and responsibilities but is intended to reflect a range of duties the post-holder will perform in line with their remuneration. The job description will be reviewed regularly and may be changed in the light of experience and in consultation with the post-holder.

This post requires proof of right to work in the UK, satisfactory references and a satisfactory DBS Disclosure (the cost of which will be met by the employer).

Safer Recruitment & Safeguarding

We are committed to safeguarding and promoting the welfare of children, young people, and vulnerable adults. We expect all staff to share this commitment.

We strive to create a safe and supportive environment where everyone feels protected from harm. We have robust procedures in place to prevent and address any concerns about abuse or neglect. All staff and volunteers have a responsibility to report any concerns about the safety or welfare of children, young people, or vulnerable adults. We have clear reporting procedures and we will take all concerns seriously.



Equal Opportunities

YMCA North Tyneside is committed to eliminating discrimination and encouraging diversity amongst the workforce. We aim to be an equal opportunities employer and we are determined to ensure no applicant or employee receives less favourable treatment on the grounds of gender, age, disability, religion, belief, sexual orientation, marital status or race, or is disadvantaged by conditions or requirements which cannot be shown to be justifiable. Flexible work is supported, and applications from people with disabilities are encouraged. We strive to create local employment opportunities for all



Person Specification			
No.	Essential	Desirable	Assessed by
Experience			
IT Support / Coordination: Practical experience working in an IT support, helpdesk, or technical coordination role.	X		Application / Interview
Vendor & Asset Support: Experience assisting with hardware inventory, basic purchasing, or coordinating with external service providers.	X		Application / Interview
Continuity Awareness: Understanding the basics of system backups and operational continuity when technical issues arise		X	Application / Interview
Skills & Abilities			
Core Systems: Good working knowledge of Google Workspace administration and mobile device setups		X	Interview
Cyber Hygiene: Practical understanding of everyday cyber security practices (e.g., Cyber Essentials principles, phishing awareness)	X		Interview
Problem Solving: Ability to look at basic support trends and suggest practical, helpful improvements.	X		Interview
Personal Skills & Abilities			
Clear Communication: Excellent interpersonal skills with the ability to translate "tech-speak" into simple, supportive language.	X		Interview
Empathy & Patience: A warm, patient approach when coaching colleagues who may feel less comfortable with technology	X		Interview
Community Focus: An interest in supporting the charity sector and helping our local community thrive.		X	Interview



