

## **Modeshift Delivery Team Job Description**

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| <b>JOB TITLE</b>       | <b>Modeshift STARS System Support Officer</b>  |
| <b>RESPONSIBLE TO</b>  | Modeshift STARS System Support Specialist  |
| <b>RESPONSIBLE FOR</b> | No direct responsibility for staff   |
| <b>SALARY</b>          | £14,400 - £18,000 per annum<br>(£24,000 - £30,000 full-time equivalent rate)   |
| <b>BENEFITS</b>        | Includes: <ul style="list-style-type: none"><li>• Pension contribution of 3% on all earnings</li><li>• 30-days paid annual leave pro rata plus all national bank holidays</li><li>• Flexible working</li><li>• Supportive team culture</li><li>• Training and development as required</li><li>• Modeshift uniform for public facing events – includes casual shirt, t-shirt and sweater</li><li>• Laptop and mobile phone</li><li>• Travel expenses where travel for external meetings is required</li></ul> |
| <b>START DATE</b>      | 1 April 2025   |
| <b>LOCATION</b>        | Modeshift Darlington office.   |
| <b>WORKING HOURS</b>   | 22.5-hours per week Monday to Friday. Working hours between 8am-6pm. The tasks associated with the role should ideally be completed over four or five days a week to support Modeshift customer support response times (two working days). Working times to be agreed with your manager  |
| <b>CONTRACT TYPE</b>   | Fixed term of one year, reviewed annually  |

### **JOIN US**

Modeshift believe that communities are healthier, wealthier and more inviting when people are given the opportunity to walk, wheel, ride, and use public transport for their everyday journeys.

We have a rare and exciting opportunity for an enthusiastic and talented System support officer to join our busy delivery team. This role is ideally suited to an individual who has experience of working in an information technology based helpdesk environment and enjoys supporting the needs of customers in the resolution of issues and providing guidance where needed.

We are one big team at #TeamModeshift. Join us and be part of the movement towards active and sustainable travel.

## **About Modeshift**

Modeshift supports, inspires, and champions individuals and organisations that are working to deliver interventions and strategies to improve everyday journeys.

We strive to share the very best schemes, ideas, and knowledge to support our Members to enable people to walk, wheel, ride, and use public transport across the United Kingdom.

We're here for our Members as a solid source of advice, support and to celebrate their efforts.

Modeshift is a not-for-profit membership organisation and is governed by a voluntary Executive Board.

## **About Modeshift STARS**

Our Modeshift STARS accreditation schemes provide a simple 5-step process that empowers organisations to enhance everyday journeys.

Organisations are supported to create, deliver, and track the effectiveness of their Travel Plans whilst working towards national accreditation. Almost 8,000 Modeshift STARS accreditation awards have been distributed nationally to sites that have delivered a variety of engaging and effective travel initiatives which have impacted millions of people across the country.

Modeshift work with thousands of business, healthcare, education, and community settings across the UK to improve Travel Plan standards, share best practice, and award Modeshift STARS accreditation to sites that have enhanced opportunities to walk, wheel, ride, and use public transport for everyday journeys.

## **Purpose of Post**

- Providing first line support to the users of the Modeshift STARS system via various communication channels, including telephone and email, resolving issues relating to Modeshift systems, and supporting users in achieving their goals
- Help grow the Modeshift STARS scheme by increasing usage of the scheme, and developing trust in the Modeshift STARS programme and supporting systems
- Support the Modeshift workstream leads in the establishment of efficient and reliable systems and processes required to help improve, sustain, and grow our customer relationship management capabilities

- Assist the Modeshift STARS System Support Specialist and the workstream leads in providing timely information to our customers relating to the STARS system and accreditation schemes
- Provide one to one guidance and training to our customers in the use of Modeshift STARS and associated customer management systems

### **What you need for this position**

- Demonstrable experience of providing a helpdesk service to customers
- Ability to communicate effectively with customers and colleagues, demonstrating diligence and patience in resolving issues and providing guidance
- Experience of using Microsoft Office 365 (including Word, PowerPoint, and Outlook)
- Experience of using advanced features of Microsoft Excel, including pivot tables, VLookup and reporting
- Experience of performing system test plans and change control, ensuring accuracy of system enhancements to an agreed specification
- Experience of administering Customer Relationship Management (CRM) systems

### **Main Duties & Responsibilities**

1. Provide support, guidance, and advice to Modeshift STARS customers by monitoring Support inboxes, including responding to customer support requests and queries, escalating as required to other members of the team
2. Administer users of the Modeshift STARS systems, including the approval of local authority administrators, and maintenance of the STARS users database
3. Assist with extracting and processing source data from our systems, and providing reporting and analysis, ensuring quality and accuracy of results as required
4. Administration and enhancement of the Customer Relationship Management system
5. Assist with testing system upgrades and enhancements
6. Undertake quality assurance of Modeshift STARS accreditation applications
7. Attend and support relevant Modeshift events, including the annual National Modeshift Convention and Modeshift STARS accreditation events

8. Champion the delivery of the Modeshift diversity, equality and inclusion action plan by taking specific actions and promoting an inclusive environment where people feel valued and supported in their work
9. Share progress updates and seek input on your work streams from various stakeholders including your peers, Modeshift Board Executive Members and Non-Executive Members

### **Other responsibilities**

- Deliver high quality premium services, giving our customers a positive experience of Modeshift, by listening, understanding, valuing, and responding to our customer's needs and requirements
- Contribute to monthly updates to the Modeshift Management Board and presentations at board meetings
- Attend all Modeshift Management Board meetings and conferences
- Attend and support delivery of the National Modeshift Convention (November) and assist with the Team Modeshift National Awards
- Any other duties of a related nature which might be reasonably required and allocated by the Modeshift Chief Operating Officer

## Person specification

|                                       | <b>Essential</b>  | <b>Desirable</b>   |
|---------------------------------------|---|--|
| <b>Qualifications &amp; Education</b> | 5 GCSE certificates including Maths and a science based subject (Grades A-C) or minimum of NVQ Level 2 in a technology or business related subject                                      | BTEC National Certificate or NVQ Level 4 in a technology or business-related subject                           |
| <b>Skills</b>                         | Highly proficient in using Microsoft Office tools including Excel, Word and Outlook   | Able to use advanced Excel features such as data filters, Vlookup, Pivot and graphs to achieve desired results |
|                                       | Good understanding of Information Technology concepts including networks, operating systems, software and databases   | Data manipulation, report development and maintenance using reporting tools such as PowerBI                    |
|                                       | Effective communication skills with the ability to listen and engage with a wide range of customers and Modeshift colleagues and escalate any issues in a timely manner where necessary |  |
|                                       | Strong troubleshooting skills with a focus on identifying and resolving system faults   |  |
|                                       | Can effectively manage shifting priorities, demands, and targets  |  |
| <b>Experience &amp; knowledge</b>     | Supporting computer-based business systems in a helpdesk or administration support role   | Experience of working with transport-based systems   |
|                                       | Using and administering helpdesk systems to record and track issues to resolution escalating where required   | Using and administering Customer Relationship Management (CRM) systems   |
|                                       | Documenting user requirements and requests and researching, identifying and proposing potential solutions   |  |
|                                       | Understands Project Management concepts and is able to contribute to project planning and monitoring  |  |
| <b>Personal attributes</b>            | Must be able to reliably commute to the Modeshift office in central Darlington  |  |
|                                       | Takes ownership of system issues ensuring satisfactory resolution   |  |
|                                       | Ability to work individually using own initiative and contribute effectively to team goals  |  |
|                                       | Self-motivated and be able to work independently with minimum supervision   |  |
|                                       | Tenacious when investigating system issues ensuring that a solution is found and implemented  |  |
|                                       | Enjoys working in a team and contributing to team goals   |  |
|                                       | Friendly, approachable, patient and diligent  |  |

## **ENHANCED DISCLOSURE & BARRING RECORD CHECK**

An employer may request an Enhanced DBS check as part of their recruitment process (previously known as CRB checks) where the function of the company falls under a “Regulated Activity”. These checks are processed by the Disclosure and Barring Service (DBS).

DBS checks assist employers in making safer recruitment and licensing decisions however an employer must not apply for a DBS check unless the job or role is eligible for one. The employer must tell the applicant why they’re being checked, and where they can get independent advice. Any information included will be accurate at the time the check was carried out.

Due to the nature of the organisation, operating as a “Regulated Activity” and dependent on the nature of your role, you will be required to provide a satisfactory Enhanced Disclosure and Barring Certificate. If such a certificate is not supplied, or if when it is received, it is not deemed suitable to the organisation, your employment may be terminated.