



## Systems Administrator and Training Officer

**Join us on our journey to empower over a million people to change their behaviours and thrive!**

At Thrive Tribe we deliver award-winning healthy lifestyle and wellbeing programmes that make people happier and healthier! Our programmes are designed to support individuals and families to improve their health behaviours and make sustainable changes to their lifestyle.

Like all roles at Thrive Tribe, you can expect your time at work to be fun, varied and challenging. We don't like to stick to a firm JD as we know from experience that things change throughout the lifetime of a role and it gives our people the chance to play to their strengths.

A typical day as a **Systems Administrator and Training Officer** might include:

- Cultivating an in-depth personal knowledge of 3<sup>rd</sup> party software solutions and Thrive Tribe owned digital products to act as an internal leader and super-user on these systems.
- Assisting Thrive Tribe services with digital system configuration including testing and supporting the skill development of local users.
- Maintaining and caretaking configured systems, avoiding clutter and degradation occurring; particularly with growing numbers of users.
- Offering a variety of training and onboarding options (Digital and face-face) to new users across a mix of both Thrive Tribe systems and 3<sup>rd</sup> party solutions which are utilised by Thrive Tribe staff and our sub-contractors.
- Leading on mobilising new groups of systems users where Thrive Tribe is successful in broadening our service offer to new contract areas.
- Triaging and responding to queries or requests raised by e-mail from both internal and external system users, escalating issues where necessary and responding in a professional manner.
- Collaborating with our Head of Managed Services as well as Head of Digital Delivery and Commodity Tech to create system requirements, to improve Thrive Tribe's digital solutions, where appropriate.
- Ensuring local system configuration and usage enables Thrive Tribe to meet externally set reporting requirements, liaising with our Senior Data & Insight Analyst to ensure this happens.
- Helping us maintain the ethos of Thrive Tribe by driving our organisational culture forward across our services and using every opportunity to embed our values!
- Developing and maintaining effective working relations with other core stakeholders, such as Thrive Tribe Heads of Services and our external commissioners.
- Working with colleagues across all Thrive Tribe services to contribute to new projects and service developments – we're always looking to share knowledge and resources!

## About you...

More than anything, we are looking for a team player who puts their heart in to their work. We've got some core values that run through everything we do, and we'd love it if they resonate with you too!

### **Be the change**

You care about improving software, systems and processes to improve Thrive Tribe delivery, in turn impacting our local services and their users. Your system training motivates staff to value the same efficiency that you do.

### **Be effective**

You are organised and strive for well thought out digital systems, you have a strong understanding of how they should work to support operations. You strive for efficiency and can manage multiple workstreams simultaneously.

### **Be successful**

You like the idea of clarity across our digital infrastructure, with systems with which are well-configured and users who are confident and competent at using them.

### **Be happy**

You enjoy working with digital systems and solving problems, but you similarly enjoy being a part of the wider Thrive Tribe culture; you recognise the power of a smile, having fun and being part of a team.

### **Be big-hearted**

You're thoughtful of others and want to make a difference. You're willing to give colleagues your time to support them and their learning. You like working in a positive environment, alongside people with a 'can do' attitude.

To work with us in this role you will need to be flexible, have some knowledge of what Thrive Tribe offer (or the ability to obtain it quickly), you should be articulate and have an interest in digital systems and software solutions. Ideally, candidates will have some understanding of existing software products like:

- Ticket Management Systems i.e. Freshdesk and MS Azure DevOps (ADO)
- Customer Relationship Management (CRM) Systems i.e. MS Dynamics
- GP Clinical Systems i.e. EMIS Web and SystemOne
- MS Office i.e. Outlook, Excel and Word
- MS Azure

Whilst we are looking to attract the key skills required for the above role, we recognise there will be a need for learning and development to master some of the aspects of the role. We hire based on attitude over traditional skills and experience so if you feel you are right for the job, we would love to hear from you!

## Perks...

Every person makes Thrive Tribe the incredible place it is to work and play together, we're unstoppable. Within our buzzing environment our talented people work hard but we ensure lots of fun is thrown in too! We offer you;

- Regular team events and activities, including ThriveFest and our annual Challenge Weekend (for those who want to put their fitness to the test!)
- Flexible working – we're serious about life/work balance
- Tailored health and wellbeing support such as access to life coaching
- Rewards portal offering discounts on shops, restaurants, and days out
- Enhanced parental leave
- 23 days holiday, increasing every year up to a maximum of 29 days (plus Bank Holidays!)
- And last but not least, a day on us to live by our values!

**Contract:** Permanent, full time 37.5 hours per week

**Salary:** Starting at £26,775 per year

**Location:** This is a remote role, the post-holder will be occasionally required to work from our HQ in Stratford (London) or occasional travel to other Thrive Tribe offices; to support their in-role development, to deliver in-person training and to attend specific meetings.

Please note, the successful applicant will be required to have the right to work in the UK.

**Closing Date:** The closing date for applications is Friday 22<sup>th</sup> May. Interviews for successful applicants are likely to happen week commencing Wednesday 27<sup>th</sup> May, we reserve the right to close the opportunity early should we receive enough suitable applicants.

**Got a question?** If you'd like an informal chat about the opportunity, we'd love to hear from you! Please contact us at [poonam.ahuja@thrivetribe.org.uk](mailto:poonam.ahuja@thrivetribe.org.uk)

**To apply:** Please attach your CV and a covering letter outlining why you are right for the position.

**Recruitment Event:** Successful applicants will be contacted soon after the closing date and be invited to an online recruitment day.

Want to learn more about Thrive Tribe: [www.thrivetribe.org.uk](http://www.thrivetribe.org.uk)

We believe that every person has the right to thrive at work, which is why we are committed to equal employment opportunity and will not discriminate. Should you require any specific accommodations in the recruitment process please let us know in your application.