Job Description

Job Title	IT Business Administrator
Function	Enabling Services
Department/Team	IT & Digital
Reports to	Head of Service Delivery (Temporarily to Director of IT Operations)
DBS Check Level Required	Basic
Grade/Job Evaluation Level	Core – Administration
Salary Banding	Individual Contributor A
Created/Reviewed date	28/10/2026

You will be working for
As a dynamic and purpose-driven organisation, we recognise that our people are at the heart of everything we do. The IT Business administrator role will play a pivotal role in delivering lasting change. Our charity is committed to creating meaningful impact in the lives of those we serve. As a values-driven organisation, we understand that our people are central to achieving our mission. The IT and Digital team are a key enabling function which supports the delivery of Waythrough's Mission, Vision and Values. It is responsible for the delivery of secure and effective IT and Digital services, whilst ensuring our colleagues and the beneficiaries of our services are at the centre of every decision we make.

Purpose of the Role
The IT Business Administrator role is responsible for providing high-quality administrative support to the IT & Digital team, helping to ensure that operational administration is delivered accurately and efficiently. The role will support the day-to-day running of IT services

through activities such as raising purchase orders, processing and receipting invoices, maintaining asset and supplier records, supporting contract and licensing administration, and coordinating other administrative tasks associated with the delivery of IT services.

The post holder will work closely with the Head of IT Service Delivery and wider IT & Digital team to maintain effective administrative processes and ensure accurate records are kept to enable efficient and well-organised service delivery.

Key Accountabilities
(List of accountabilities specific to this role)

Service Delivery/Administration

- Provide administrative support to the IT & Digital team to help ensure the smooth day-to-day running of IT services and activities, including diary support, meeting coordination, document preparation and follow-up of agreed actions where required.
- Provide administrative support for financial tasks including raising purchase orders for IT goods and services, liaising with suppliers and internal colleagues to resolve purchase order, invoice or payment queries in a timely and professional manner.
- Maintain accurate records of IT purchases, invoices, contracts, licences, renewals and supplier information.
- Support the administration of IT assets, including laptops and mobile phones, updating inventories, allocation records and lifecycle information for hardware and software.
- Assist with coordinating routine administrative processes related to onboarding, leavers, equipment requests, site support activity and service changes where required.
- Prepare and maintain documentation, trackers, spreadsheets, meeting notes and action logs to support effective service delivery and governance.
- Ensure administrative records are organised, accurate, auditable and easy to retrieve.
- Provide administrative support for project delivery admin tasks, including mobilisations, including co-ordinating logistics and asset management.

- Provide administrative support for travel, accommodation and vehicle booking.

Performance

- Contribute to the continuous improvement of administrative and financial processes within IT & Digital by identifying inefficiencies and suggesting practical improvements.
- Produce accurate administrative information and reports for the IT team as required, using Microsoft Office and internal systems.

Development and engagement

- Undertake continual professional development including participating in supervision, performance appraisals and attending training as/when required.
- Commit to improving own skills through self-directed learning.

This job description is non exhaustive, and we reserve the right to amend and review at times as appropriate.

General Accountabilities
(List of accountabilities applicable to all roles)

- Model our organisational values that sets the tone for staff across the organisation.
- Contribute to developing our culture of excellence and care which is collaborative and actively demonstrates our commitment to the people we support, and our core purpose.
- Seek opportunities to develop, learn and continuously improve so that we can develop high-quality services.
- Work in accordance with all relevant legislation, policies, procedures and guidelines including safeguarding.
- Keep abreast of latest developments and good practice in own professional areas.
- Promote and adhere to the organisation's equality, diversity and inclusion approach.

Additional Information

- You may be required to travel as part of your role outside of your normal place of work, which may include overnight stays.

Values

Our Values

- **Kindness** - Be generous, caring and compassionate
- **Courage** - Be bold, trust, commit
- **Respect** - Everyone deserves dignity

Person Specification

Qualifications	Essential or Desirable
Educated to A-Level standard or equivalent, or relevant experience in IT administration or business support.	**Essential**
Experience of working in an IT, digital or service delivery environment.	**Desirable**
Business Administration qualification or equivalent experience.	**Desirable**

Skills	Essential or Desirable
Proficient in Microsoft Office	**Essential**
Excellent written and verbal communication skills	**Essential**
Strong organisational skills and attention to detail	**Essential**
Excellent critical thinking and problem-solving skills	**Essential**
Resilient and adaptable, thriving in an evolving environment	**Essential**
Time management – ability to prioritise tasks, manage multiple requests and meet deadlines	**Essential**

Experience	Essential or Desirable
Ability to produce accurate work at pace and maintain high-quality records	**Essential**
Ability to liaise with internal colleagues and external suppliers in a professional and competent manner	**Essential**

Customer service experience – ability to provide empathetic , patient, and professional support to end users.	**Essential**