

# Data and Technology Officer

## Job Description

<b>Role:</b>	<b>Data and Technology Officer</b>
<b>Location:</b>	<b>Hybrid with office base at Bisham and a requirement to attend approx. 1 day per month</b>
<b>Salary:</b>	<b>£24k - £28k (depending on experience)</b>
<b>Contract:</b>	<b>Permanent / Full-time (although part-time will be considered for the right candidate)</b>
<b>Responsible to:</b>	<b>IT &amp; Business Systems Manager</b>

### ENGLAND HOCKEY BACKGROUND

England Hockey's mission is to "share the love of hockey and work together to make hockey more visible, relevant and accessible to all". The current focus for the organisation is delivery of its 5 objectives within the 2023-2028 strategic plan which can be found [here](#).

England Hockey is the National Governing Body for the sport of Hockey in England and is responsible for the management and development of the sport from grass roots to elite activities. We:

- Have a **membership** comprising clubs (750+), counties (42), and Areas (8) that affiliate to it. Approximately 160,000 individuals play in the club system, with an estimated 20,000 playing at university/colleges. C.900,000 children play at school. More than 15,000 coaches, umpires and officials are supported / developed.
- Have an **income/expenditure** of average £9m p.a. The Chief Executive is directly responsible for the operational budget but the Board, chaired by the Non-Executive Chair, approves the annual plan and budget.
- **Employ** 74 staff and contract with approximately 50 part time consultants mostly in the performance and coaching area. Circa 50 volunteers work at national level to run the sport, with thousands more running the great bulk of grass roots hockey.
- **Are currently the 'nominated country' on behalf of Great Britain Hockey** to qualify and prepare the Great Britain squads for the Olympics. The England Hockey Chief Executive, Performance Director and Head Coaches represent Great Britain as well as England Hockey. There is a Great Britain President to chair the Great Britain board which meets three times a year.

### ROLE SUMMARY

England Hockey's Digital Transformation Strategy is underpinned by three core strategic objectives:

- To acquire, analyse and share high quality data and insight for the betterment of the sport
- Drive member engagement and income generation
- Provide first-rate systems and technology to empower our staff and stakeholders

This is a new role within the Data & Technology team to increase capacity and enable the team to deliver day to day support while also progressing strategic projects. The role will be varied and multi-faceted with three primary components:

- Information and Communications Technology (ICT) support
- Membership Services
- Data and Technology Project Support

The focus on each area will fluctuate to accommodate peaks and troughs in workload.

## **Key Responsibilities**

### **ICT Support**

- In conjunction with England Hockey's outsourced support provider, ensure that IT issues, queries, and change requests are logged and resolved to the user's satisfaction in a timely manner in line with Service Level Agreements.
- Provide first line support for IT issues and changes which are not covered by the outsourcing agreement, liaising with third party suppliers where necessary.
- Be responsible for the purchase of laptops, peripherals, and other ICT equipment and services, as directed by the IT & Business Systems Manager, ensuring compliance with England Hockey's purchasing policies and approval limits.
- Provide advice, guidance, and training to England Hockey staff on ICT systems in use within the Organisation, to enable them to gain the full benefit of them.
- Support the IT & Business Systems Manager in the planning and delivery of IT initiatives.
- Provide the Competitions & Events Team with an initial point of contact for event IT requirements.

### **Membership Services**

- Weekly downloading of reports from various systems
- Data maintenance in SQL tables
- Assist with queries relating to user logins for multiple systems
- Provide GMS Technical Support (Tier1) Queries, and feed developments into the change management process
- Answer phones and provide Customer service where required
- Load data to systems relating to Members Services e.g. Events (Coaching / Umpiring / Safeguarding)
- Support with Power BI Dashboards

### **Data and Technology Project Support**

- Partner with internal and external stakeholders to gather, identify and document business and functional requirements.
- Work alongside the IT and Business Systems Manager, on multiple strategic projects
- Document action plans, and support delivery of projects to agreed timescales
- Explain technical terms and concepts to non-technical stakeholders to assist in ensuring business and functional requirements requested are achievable.

## **PERSON SPECIFICATION**

We are looking for an enthusiastic, inspirational, and highly skilled individuals who demonstrate through their behaviour the values of England Hockey:

- Collaborate inclusively
- Care for people and places
- Play with spirit, win with grace

- Resilient in everything we do

### Knowledge and Experience

- Excellent working knowledge of Microsoft Office 365 including Office applications, Exchange Online, SharePoint, OneDrive, and Microsoft Teams.
- Good working knowledge of mobile technology (Apple and Android), and understanding of fixed line voice services (POTS, ISDN, VoIP).
- Good understanding of comms and web technologies – Internet, Wi-Fi, Mobile Data, Web Hosting, SSL, DNS, SMTP.
- Experience of building / maintaining Power BI Reports and Power Automate Flows (Desirable)
- Good understanding of IT security – threats, risks, and mitigation.
- Experience of diagnosing faults and user issues via telephone and remote management support.
- An understanding of VBA (Desirable)
- Knowledge of Microsoft Azure, Active Directory, SQL Server, and Access an advantage.

### Skills and Qualities

- Confident outgoing personality with a passion for IT
- An ability to problem solve user issues on cloud-based systems
- Strong interpersonal skills, with the ability to communicate with non-technical users
- Ability to work on own initiative
- Excellent attention to detail
- Good organisational and planning skills with the ability to prioritise own workload
- Strong customer service skills with a propensity to look for opportunities to enhance the customer experience
- A team player with a 'can do' attitude
- Ability and willingness to work unsocial hours
- Full UK Driving Licence

<b>To Apply:</b>	Please submit your CV (maximum 2 pages) with a one page covering letter by email to: Head of People: <a href="mailto:careers@englandhockey.co.uk">careers@englandhockey.co.uk</a> clearly identifying how your skills and experience are relevant to the requirements outlined in the job description.
<b>Closing Date:</b>	5.00pm Thursday 15 <sup>th</sup> January 2026
<b>Interview Date:</b>	Thursday 22 <sup>nd</sup> January 2026