IT Assistant Placement Role

Profile

Issue Date: December 2025
Review Date: November 2026
Document Remit: All Settings
Classification: Public

Document Contents:

Section One: Role Overview

Name of Role:	IT Assistant
Placement Hours:	• Daily placement hours 07:45-16:15 (including daily briefings/debriefs). • On site and/or remote.
Placement Length:	All IT Assistant placements should take place for a whole academic term. Dates available on our website. Longer placements are available.
Reporting to:	Manager and Director of Learning.
Salary:	Little Giraffes offers unpaid placements that provide professional experience which may support employment opportunities in the future.
Location:	Bispham Hall, Warbreck Drive, Bispham, Blackpool, FY2 9LF This role is available on site for face-to-face delivery and/or remotely.
Role Summary:	As an IT Assistant completing a placement at Little Giraffes, you will assist in developing and maintaining our IT infrastructure, ensuring that our technology aligns with the needs of our organisation as we grow. This is a unique opportunity to strengthen your IT skills while building the IT infrastructure for a forward-thinking, value-driven organisation. With direct mentorship, a flexible working environment and the chance to make a meaningful impact in a fast-growing company, you'll gain both practical experience and the satisfaction of shaping the future of a digital-first childcare organisation.

Safer Recruitment:	IT Assistants on placements will need to comply with all safer recruitment requirements prior to commencing their placement and throughout their placement journey with Little Giraffes.

Section Two: Role Description

At Little Giraffes, we prepare role descriptions in line with our core principles. Our approach ensures that everyone at Little Giraffes understands how their role supports our core principles. All roles are reviewed annually as part of our self-evaluation and continuous improvement.

Our Core Principles	Specific Role Duties
We ensure our people and practices are SAFE.	**Safeguarding, Data Protection and Cybersecurity:** • Support the implementation of cybersecurity measures across systems and devices to ensure organisational data remains safe and secure. • Assist in monitoring access permissions and user accounts, helping ensure only authorised users can access sensitive information. • Help maintain compliance with data protection regulations by following established procedures and escalating any concerns to staff. • Contribute to the development of digital safeguarding practices, including secure password policies, safe data handling and secure storage solutions. • Support Little Giraffes in identifying and reporting potential security risks, such as suspicious activity or system vulnerabilities. • Promote good digital hygiene across the organisation, encouraging staff to follow best practices in online safety and cybersecurity. • Support Little Giraffes through keeping up to date of the different legislations used within cybersecurity and IT systems such as Data Protection Act and ISO27001:2023 and how these legislations affect the organisation. **IT Systems Safety and Reliability:** • Assist in ensuring that hardware, networks and devices are safe, stable and functioning properly, following internal procedures. • Help carry out routine maintenance checks on equipment to ensure systems operate efficiently and reduce downtime.

- Support safety compliance in IT environments, including proper device setup, cable management and safe workspace configuration.
- Help record and report system issues or hazards, escalating concerns promptly to senior IT colleagues.
- Contribute to the safe rollout of new technologies, ensuring systems are tested and meet internal safety standards.
- Assist with backup systems and disaster recovery processes, supporting organisational continuity and data protection.

Digital Skills Support:
- Support Little Giraffes in maintaining compliance with relevant technology standards, such as data protection policies and security protocols.
- Assist in preparing documentation and evidence required for internal audits, external inspections, or compliance checks.
- Help ensure that IT systems meet organisational governance requirements, including user access, data storage and cybersecurity guidelines.
- Learn how to apply regulatory frameworks to IT operations, including best practices for secure and compliant system management.
- Support the organisation in meeting digital requirements outlined in policies, contracts, or professional standards.

Quality:
- Support documentation for audits and compliance checks.
- Assist in maintaining secure, compliant system practices.
- Learn and apply IT governance and data protection standards.
- Help monitor system performance and user feedback.
- Assist in updating IT policies and improving digital processes.
- Support automation and data visualisation to improve efficiency.

We maintain an OPEN approach within the setting.	**User Support and Communication:** • Act as a friendly point of contact for staff and users needing IT support. • Provide clear document-based guides on new systems, tools and digital processes. • Help gather user feedback to improve system usability and digital experiences. **Partnerships:** • Work with internal teams and external IT partners to support system setup and maintenance. • Provide appropriate challenge to partnerships to ensure external systems are set to same rigorous standards as internal procedures. • Assist in coordinating with vendors, service providers and technical specialists. • Support positive relationships that enhance system reliability and digital development.
We embed FUN throughout our approach to learning.	**Curriculum and Learning:** • Build knowledge of IT best practices, encompassing AI, cybersecurity, automation and system design, and apply these in practice. • Support the creation of digital resources, simple training guides and user documentation. • Use PowerBI and other tools to help visualise data that informs learning and operational decisions. **Resources:** • Help maintain hardware, software and digital tools, ensuring they are up to date and functioning. • Use of SCULPT principles to make technologies more accessible. • Assist in system implementation, device setup and basic infrastructure management. • Support the introduction of automation and new tools that improve efficiency across the organisation.

Section Three: Role Specification

Qualifications and Training:	Essential	Desirable
GCSEs (or equivalent) including Maths and English.	X	
Currently studying IT, Computer Science, Digital Technologies, or a related field.	X	
Willingness to complete training in cybersecurity, IT systems and organisational policies.	X	
A-Level or Level 3 qualification in IT, Computing, or Digital Skills.		X
Basic knowledge of hardware and software.	X	
Training or coursework in coding, database management, PowerBI, or digital systems.		X
Any self-directed learning (e.g., online IT courses, certificates).		X
Experience:	**Essential**	**Desirable**
Experience using computers and common software (e.g., Microsoft Office, Google Workspace).	X	
Experience troubleshooting simple IT issues (school, home, volunteering, or informal settings).		X
Experience organising information or managing digital files.		X
Experience supporting others with technical tasks.		X
Experience using or setting up digital systems, platforms, or cloud-based tools.		X
Experience with data handling, reporting, or basic analysis.		X
Exposure to cybersecurity concepts, automation tools, or IT support tasks.		X
Skills and Abilities:	**Essential**	**Desirable**
Basic proficiency with computers and Microsoft Office (or willingness to learn quickly).	X	
Strong interpersonal and communication skills.	X	
Attention to detail when working with data, systems, or documentation.	X	
High levels of initiative, adaptability and problem-solving.	X	
Ability to analyse data and create clear, simple reports (e.g., Excel, PowerBI).		X
Basic understanding of IT systems, networks, or cybersecurity principles.	X	
Experience managing resources to support inclusive learning environments.		X

Knowledge and Understanding:	Essential	Desirable
Awareness of good data security and privacy practices, including GDPR.	X	
Willingness to learn about IT policies, system management and digital processes.	X	
Understanding of the importance of cybersecurity and safe digital behaviours.	X	
Introductory knowledge of troubleshooting methods or helpdesk processes.		X
Awareness of process automation tools or scripting basics.		X
Interest in organisational IT infrastructure and how systems support daily operations.		X
Little Giraffes All Roles:	**Essential**	**Desirable**
Commitment to equality, diversity and inclusion.	X	
Commitment to our core principles and values.	X	
Commitment to continuous personal development and completing sector leading training.	X	
Commitment to meet the needs of the organisation including during periods of change.	X	
Commitment to safer recruitment including obtaining and maintaining a satisfactory Enhanced DBS and medical clearance.	X	

Section Four: Appendixes (Separate Documents)

4.1 Brand Values
4.2 Safer Recruitment Policies