

IT Service Desk & Modern Workplace Analyst

November 2026

Charity bank

About Charity Bank

Charity Bank is the loans and savings bank for people who want to make the world a better place.

Our vision is for a society that fosters vibrant communities and a healthy planet, giving every individual the opportunity to thrive. Charity Bank is 'of the sector and for the sector', 100% owned by charities and social purpose investors and dedicated to supporting UK charities and social purpose organisations.

We use our savers' money to make much needed loans to enterprising organisations working to create lasting social change in communities across the UK. Since 2002, we have used the money saved with us to provide over £630 million of loan finance to a wide range of organisations across the arts, community, education, environment, faith, health, housing, regeneration, social care and sports sectors.

Our loans are used for a wide range of purposes, from providing accommodation for vulnerable refugees to action sports centres for young people looking for a safe place to skate to residential and respite care centres for those with profound disabilities.

Our co-workers are inspired by the organisations that we support and highly motivated to better equip these charities and social enterprises to help the disadvantaged, enrich lives and make our communities better places to live.



Charity Bank borrower, Magpas Air Ambulance.



Charity Bank borrower, Kent Wildlife Trust.

Why work for us?

No matter what your role is at Charity Bank, you will be making an essential contribution to the positive social value creation that is the very reason for Charity Bank's existence.

For every loan that we make and the impact that this has on the organisations we lend to and the people that they serve, we can all say,"Wow, look what we helped to create!"

If your values align with Charity Bank's, the role matches what you are looking for, and our mission and work excites you – we invite you to apply to join us!

Equality, Diversity and Inclusion

At Charity Bank, we want our team to reflect the diverse communities, organisations, and people that we work with. We are committed to being an inclusive employer and great place to work and we strongly encourage applicants from diverse backgrounds to apply.

We have implemented policies to support this aim and are proud to offer flexible working practices and a caring culture. If you need any reasonable adjustments for any part of the recruitment process and/or working environment, please let us know, in confidence, so we can discuss these with you.

Values

Working in harmony

Mutual respect

Being the change

Role Profile

Job Title:	IT Service Desk and Modern Workplace Analyst
Contract:	Permanent
Location:	Tonbridge
Responsible to:	Head of IT and Architecture
Date:	November 2026

Overall Purpose of the Role

- Reporting to the Head of IT and Architecture to provide technical and operational support across all levels of internal and external end users, to maintain the core IT Infrastructure functions of the Bank.
- To provide high quality first and second line support, lead the monthly operational IT management information process and develop practical skills in modern workplace technology, automation and AI through structured training and supported experience.

Key Contacts

- Internal relationships: Liaises with colleagues at all levels of seniority, primarily within Head Office, with occasional visits to other locations.
- External relationships: Acts as a first point of contact by telephone, engaging professionally with a wide range of external callers and stakeholders.
- Third-party contacts: Handles and appropriately directs incoming calls from third-party suppliers, including IT sales enquiries and service-related queries.

Other Requirements

- Act as a trusted first point of contact for colleagues, taking ownership of incidents and requests through to resolution or effective escalation.
- Support the Temenos core banking migration through user readiness, access, device preparation, testing support, knowledge transfer and transition into live service.
- Work with the Change and Engineering teams to ensure new services are supportable, documented, monitored and handed into IT Operations with clear ownership.
- Develop capability in Microsoft 365, endpoint management, identity, automation and approved AI tools. The successful applicant is not expected to arrive with expert knowledge in these areas.
- Contribute to a secure, resilient and well controlled technology environment appropriate for a regulated UK bank.
- There may be a requirement to attend the main Tonbridge Office in the event of an incident.

Service Desk and Colleague Support

- Provide first and second line support across Windows endpoints, Microsoft 365, business applications, identity, connectivity, telephony and collaboration tools.
- Log, prioritise and manage incidents and requests, keeping users informed and meeting agreed service targets.

- Diagnose faults methodically, apply known fixes and escalate with clear evidence when specialist input is required.
- Own tickets through to closure and maintain clear, reusable resolution notes.
- Support joiners, movers and leavers, equipment lifecycle activity, access changes and routine operational checks.
- Identify recurring issues, weak knowledge and opportunities for problem management or automation.

Monthly operational IT management information

- Collect and bring together the data required for the monthly operational IT management information pack, coordinating inputs from colleagues and ensuring information is complete, accurate and provided on time.
- Maintain the underlying monthly data covering service desk demand, service performance, recurring incidents, endpoint and security activity, supplier performance, risks, control actions and service improvement work.
- Work with the Head of IT and Architecture to identify significant movements, exceptions and emerging trends and provide the supporting data needed for management commentary.
- Maintain consistent definitions, data sources and basic checks so that the monthly information is repeatable and trusted.
- Prepare the draft data pack for review with the Head of IT and Architecture and make agreed corrections before circulation.
- With support from colleagues, progressively improve and automate appropriate data collection and presentation tasks while retaining suitable validation and human review.

Modern workplace development

- With training and supervision, support and progressively administer Teams, SharePoint, OneDrive, Exchange Online and Microsoft Entra ID within delegated permissions.
- Develop capability in Microsoft Intune, Windows Autopilot and Defender, supporting application deployment, updates and device health within agreed procedures.
- Help maintain a secure and consistent colleague experience across laptops, mobile devices, meeting rooms and remote working services.
- Create and maintain user guidance, knowledge articles and support runbooks.
- Assist with small, low risk service improvements using testing, peer review, change control and rollback planning.

Automation, AI and continuous improvement

- Learn to identify repetitive service desk and operational tasks that may be suitable for safe automation.
- Following training and with appropriate support, build or help maintain simple workflows using approved tools such as Power Automate, Power Apps and Copilot Studio.
- Develop practical knowledge of Microsoft Copilot and other approved AI services, then help colleagues use them safely with appropriate data handling and human review.
- Measure whether improvements reduce handling time, repeat incidents or manual effort.
- Maintain clear ownership, support documentation and fallback arrangements for automations moved into live use.

Temenos migration and change delivery

- Support the migration from Aurius to Temenos by helping prepare users, devices, access, service desk processes and support knowledge for testing and go live. Appropriate Temenos training and ongoing support will be provided by the vendor and experienced Charity Bank colleagues.
- Following training, participate in user acceptance testing and operational readiness activity where appropriate, recording issues accurately and helping coordinate resolution with colleagues and the vendor.
- With guidance from colleagues and the vendor, help maintain support categories, escalation paths, known errors, contact routes and early life support information.
- Assist with access provisioning, role validation, evidence collection and audit support using approved controls.
- Following appropriate training, support floor walking, user guidance, communications and enhanced service desk coverage during major releases and go live periods.

Security, service management and resilience

- Follow information security, data protection, access management and acceptable use requirements.
- Recognise and escalate suspected cyber incidents, data loss, unauthorised access and control failures without delay.
- Maintain accurate knowledge, asset and configuration records and support supplier cases and escalations.
- Contribute to incident, problem, change and service review meetings.
- Support business continuity and disaster recovery exercises, major incident response and improvement actions.
- Provide reasonable out of hours support for planned changes, major incidents, testing and programme cutovers, with notice where practicable.

Person Specification

Job Title: IT Service Desk and Modern Workplace Analyst

	Essential	Desirable
Experience	• Practical experience of diagnosing and resolving IT issues, including identifying root causes and escalating issues appropriately. • Experience providing first-line IT support to end users in a customer-focused environment. • Working knowledge of Microsoft 365 applications, including Outlook, Teams, Word and Excel. • Practical knowledge of core IT infrastructure, including networking, hardware, user accounts and Active Directory. • Experience managing competing support requests, prioritising work according to urgency, impact and agreed service levels.	• Experience providing first and second-line IT support, including ownership of escalated or more complex incidents. • Experience of Microsoft Azure or other cloud-based environments. • Experience using mobile device management, remote monitoring or remote support solutions. • Experience working within a financial services, banking or other regulated environment. • Experience producing operational IT reporting, management information or KPIs.
Attainments	• GCSEs, or equivalent, including English and Mathematics at Grade 4 or above. • HNC, A Level or equivalent qualification in Computing/IT, or relevant practical experience. • Demonstrable commitment to developing a career in IT, with a willingness to undertake further technical training and professional development. • Willingness and ability to learn new systems, applications and technologies.	• Relevant technical certification or working towards certification, for example Microsoft, CompTIA or Cisco. • ITIL training or certification, or equivalent practical knowledge of IT service management principles.
Special Aptitudes	• Strong customer service skills, with the ability to understand users' needs, ask diagnostic questions and provide patient, practical support. • Clear, professional verbal and written communication, including the ability to explain technical issues to non-technical users. • A professional telephone manner and confidence acting as a first point of contact for colleagues, customers and third parties. • A structured approach to investigating issues, identifying solutions and recognising when escalation is needed. • Strong organisation and prioritisation skills to manage multiple requests and meet agreed response and resolution times.	• Ability to produce and interpret operational MI, reports and KPIs, identifying trends or issues requiring attention. • ITIL and project management qualifications or experience.

Person Specification (Cont.)

	Essential	Desirable
	• Accuracy and attention to detail when maintaining records, updating systems and completing technical or administrative tasks. • Ability to work independently and use initiative, seeking colleagues' input or support when needed. • A proactive, curious approach to technology, with an interest in modern workplace tools, automation and AI.	
Disposition	• Flexibility to provide support outside normal office hours when required. • Commitment to ongoing personal development, including learning new applications and building IT skills. • Ability to work collaboratively and contribute effectively to the team.	
Thinking Style	• A logical, creative approach to considering problems and potential solutions. • A methodical approach to work. • Ability to learn new skills and concepts quickly. • Comfortable carrying out routine, repetitive tasks.	
Circumstances	• Quick and easy access to the main Tonbridge office is desirable	

The Four-Day Week

Redefining Work-Life Balance

At Charity Bank, we prioritise the well-being of our team members alongside the pursuit of our social mission. The Charity Bank four-day week is an innovative initiative that sets us apart in fostering a thriving workplace culture.

Why the Charity Bank Four-Day Week?

Our belief is simple: a supported and motivated team delivers exceptional customer service and propels us toward our social goals. By offering all staff the opportunity to work four days a week with full-time pay, we prioritise a healthy work-life balance, boost morale, and enhance overall job satisfaction.

How it works

Our four-day week consists of 32 hours, typically spread across four eight-hour days, allowing employees the flexibility to choose either a Friday or Monday as their day off.

Days off are protected and treated like weekends, ensuring uninterrupted personal time. The arrangement is flexible, adapting to part-time employees on a pro rata basis.

Commitment to Productivity and Continuous Improvement:

The four-day week is not merely a benefit but a mutual commitment. In exchange for increased productivity, we challenge established ways of working, constantly seeking opportunities to improve processes and enhance efficiency across the team and organisation.

Key Features:

1. **Work-Life Balance:** Our four-day week promotes an improved work-life balance, granting more time for personal pursuits, family, and self-care.
2. **Full Pay:** Despite fewer hours, employees receive equal compensation, recognising and rewarding their commitment.
3. **Productivity Boost:** The strategic four-day week enhances productivity, with studies showing increased focus, creativity, and efficiency.
4. **Equality and Diversity:** Our four-day week and flexible working policy align with our goal of fostering an inclusive and positive employee experience. We actively promote equal opportunity, attract diverse talent, and support personal growth.
5. **Social Mission Support:** Prioritising team well-being empowers contributions to our social mission, creating a positive ripple effect for both employees and the communities we serve.

For more information and FAQs, visit www.charitybank.org. Join us in redefining the workplace and making a lasting impact.



Charity Bank borrower, René House CIC.

The benefits

In addition to salary Charity Bank offers a generous benefits package.

- **Annual Leave** – 160 hours per annum plus bank holidays, pro rata in year of joining (and also for part-time), with the opportunity to increase to a maximum of 192 hours per annum (pro rata)
- **Four Day Week** - supporting work-life balance
- **Free access to online 24/7 GP** and Second Medical Opinion service
- **Employee Assistance Programme** – Health/Work/ Life concerns 24/365
- **Perkbox** – employee discounts and deals to help save money
- **Contributory Pension Scheme** – auto enrolment in place
- **Life Insurance** – 4 x salary paid to beneficiaries if death in service
- **Private Medical Cover**, subject to eligibility criteria
- **Enhanced absence payments** - including maternity, paternity, adoption, shared parental leave, and sickness, subject to eligibility criteria
- **Give as You Earn Scheme** – charity donations of up to £250 per annum are matched by Charity Bank
- **Additional Annual Leave Purchase Scheme** – up to 32 hours per annum (pro rata) to a maximum of 224 hours per annum, (pro rata)
- **Electric Vehicle Lease** (Salary Exchange) - Go green and save on Tax and NI. Subject to eligibility criteria.
- **Group Income Protection**
- **Car or Season Ticket Loan Scheme**
- **Cycle to Work and Cycle Loan Scheme**
- **Computer Loan Scheme**



Charity Bank borrower, Strength and Learning Through Horses.



Registered Office:
The Charity Bank Limited, Fosse House, 182 High Street,Tonbridge,TN9 1BE. Company registered in England and Wales No. 4330018.Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Financial Services Register No.207701. Member of the Financial Services Compensation Scheme (FSCS).

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Charity Bank borrower, Leigh Miners Rangers.