

Permanent Job: IT Support Officer / Swyddog Cefnogi TG

Salary: £28,000

Hours of Work: 35 hours a week

Closing date and Interview: Job closes on the 17th August with Interviews to be held on the 21st August in our Cardiff Head Office

Place of work: Home, Head Office, and Warehouse. We've a lovely Cardiff City Centre Head Office where you will work alongside other colleagues with a weekly work expectation of twice a week. There will also be some occasional travel needed to our shop sites.

We're recruiting!

We thrive on innovation and collaboration here at Tenovus Cancer Care and our IT support is what keeps us connected and gives us the platforms to support those who need us the most. Our IT Team makes a huge difference to making sure we operate smoothly and supports the Charity in its goal to be there for everyone affected by Cancer.

The role

We are looking for an IT Support Officer who has a track record of delivering excellent customer service across all levels, with the ability to provide a great, consistent IT service to all our Staff and Volunteers. This role is the first point of contact for IT queries and issues so we are looking for a true IT professional who can explain 'tech-speak' in a way that people understand. Working in conjunction with external IT providers you will support the wider IT Team with overseeing the day to day running and maintenance of the IT hardware and Software throughout the Charity.

What you'll be doing

To be considered for this job your CV should show that you have:

- Experience providing consistent and excellent customer service to support the IT needs of the organisation
- Skilled with effectively communicating around IT matters across the organisation to provide expert advice and resolve simple and complex IT queries using well formed problem solving skills
- Working knowledge of supporting and maintaining various IT hardware and software including; Windows server 2012 R2, Active Directory, Microsoft Office 365 and Android Mobile Phones
- Ability to show great team working and inter personal skills, being able to manage your workload effectively and prioritise key tasks
- Having some knowledge of Cloud Technologies such as SharePoint and Teams and experience in using an automated helpdesk and SQL server 2012 or 2014 would also be beneficial

Staff Benefits:

When you join us, you will have access to some great staff benefits including;

- Core working hours 11am-3pm to fit work your lifestyle and personal life around our 7am-9pm operating hours

- Flexible place of work options with an expectation to work from our Head office at least twice a week
- A generous 35 days annual leave including public holidays that increases with length of service (pro rata'd for part time staff)
- Your birthday off work once you've been here for 12 months.
- Opportunity to buy up to 10 days of additional annual leave per year pro rata'd
- Occupational sick pay after completion of probationary period
- Contributory pension scheme
- A tailored induction and support programme to help you succeed and excel
- An Employee Assistance Programme (EAP) offering access to 24/7 confidential advice and support
- The opportunity to participate in staff volunteer activities to support the wider organisation
- The opportunity to learn from, grow with, support and develop people who volunteer with US

About us

More people than ever are living with cancer in Wales, with around 20,000 people diagnosed every year.

We give help, hope, and a voice to everyone affected by cancer. We understand how cancer can impact every aspect of life and how it affects families and friends too. Our wide range of services offer information, advice, and specialist support to people living with cancer, and their loved ones.

Together with our inspiring community of staff, volunteers, and supporters, we're determined to be here for everyone affected today, tomorrow, and beyond.

Recruitment Process

Please email your CV and covering letter to people@tenovuscancercare.org.uk. Your application should demonstrate how your skills or experience match the job role essentials and your motivation behind your application. The closing date for your application to be submitted is the 17th August 2025.

You can also visit our [Work for us](#) pages that give you more information and a copy of the job description and person specification.

At Tenovus Cancer Care we're committed to making our workplace diverse and inclusive where everyone feels they belong and can be their authentic selves at work. We're proud to be an equal opportunities employer who does not discriminate based on the Equality Act 2010's Protected Characteristics. All qualified applicants will receive equal consideration for employment, and we will adjust our recruitment processes where we can to support people who wish to join us. If we can support you with your application at all please contact us at people@tenovuscancercare.org.uk.

