



Wigan & Leigh Hospice



Recruitment pack

Digital Systems Technician
September 2025



Thank you for showing an interest in working for Wigan & Leigh Hospice.

Our services enable people with a life limiting illness to live well for as long as possible, by providing them, and those closest to them, with outstanding care.

Hospices play such an important role in their community, and Wigan & Leigh Hospice is no exception to that. We support almost 1400 people every year, when they need it most.

Our hospice services are only available thanks to the support of the local community who first came together just over 40 years ago to help us to open our hospice doors, and who continue to help us to keep our services running.

About the role

As a Digital Systems Technician you will play a key role providing essential support across the organisation's digital systems and IT infrastructure. You will resolve complex technical issues, maintain hardware and software, and assist with system upgrades and digital transformation projects.

Working closely with colleagues, you will ensure a secure, stable, and efficient IT environment, supporting staff and volunteers to confidently use digital tools, while helping the organisation maximise technology benefits and maintain compliance with data protection and cybersecurity policies.

The hospice is a charity which is firmly embedded in its community and relies on the support of that community to keep its services running. Often people are surprised that hospices rely so heavily on donations to deliver such essential services, but every day we need to raise £12,000 just to keep the hospice running.

Every day we see first-hand how the hospice supports this community and what impact this has. By joining Team Hospice, you'll be part of a dynamic, committed and values-led team which makes an important contribution to its community.

What are we offering?

Salary: £31,049 - £33,298 per annum

Working hours: 37 hours per week. Monday to Friday 8.30am - 4.30pm (Friday finish at 4pm). You may need to work the occasional late night or weekend when there is a specific business need or in some instances to deal with an emergency.

We are also proud to offer a wide range of benefits, including:

- A warm and welcoming working environment,
- 35 days annual leave inclusive of bank holidays, increasing with length of service,
- Salary sacrifice pension scheme,
- Free car parking,
- Subsidised lunches,
- Cycle to Work Scheme,
- Shopping, leisure and holiday discounts,
- On demand GP,
- Westfield Health - Health Cash Plan,
- Life Assurance,
- A range of Wellbeing initiatives.

“One thing I’ve learned during my time at the hospice is just how many people come together to make a difference to the lives of our patients and their loved ones, providing care and comfort when they need it most.”

Person Specification

Qualifications and Experience

Essential

- A Computer Science degree or equivalent qualification, or substantial practical experience in IT support and systems administration.
- Proven experience supporting digital systems, IT infrastructure, hardware, software, and peripherals in a multidisciplinary environment.
- Strong problem-solving skills with the ability to diagnose and resolve complex technical issues swiftly under time constraints.
- Experience working in a Windows environment and with software such as Microsoft Office 365, Outlook, and Sophos (security and VPN).
- Working knowledge of IT Asset Management (ITAM) processes and lifecycle management.
- Experience supporting digital projects through all phases, from initial concept through to completion.
- Understanding of Information Governance, confidentiality, and Data Protection standards, combined with practical knowledge of cyber security frameworks.

Desirable

- Familiarity with SQL environments and ETL workflow tools such as SQL Server Integration Services (SSIS)
- Experience of working with a healthcare or charity sector organisation.

Skills and Abilities

Essential

- Ability to foster positive working relationships with internal and external stakeholders.
- Demonstrate great communication skills, attention to detail and a good degree of literacy.
- Highly organised with the ability to manage competing demands, prioritise workload, and work to deadlines.

Personal Qualities & Attributes

Essential

- Demonstrates a highly organised approach to planning and delivering a varied workload, effectively managing time and priorities to meet deadlines.
- Excels in problem-solving by managing stakeholder expectations and applying creative, practical solutions to complex challenges.



How to apply

Applicants should submit their CV along with a supporting statement stating how they meet the criteria detailed in the person spec to hr@wlh.org.uk

The deadline for applications is **Wednesday 24 September 2025**. Interviews will be held at Wigan and Leigh Hospice on Thursday 02 October 2025.

If you would like to discuss the role further, please contact hr@wlh.org.uk to arrange this.