

Job Description

Data & Systems Manager

Reports to	Director of IT & Administration
Salary	£31,000 - £34,000
Contract	Permanent
Hours:	Office hours are 10am to 6pm Monday to Friday. Occasional evening and weekend work will be required. No overtime or TOIL is offered.
Benefits include:	Contributory Pension Scheme; Season Ticket Loan Scheme; training and development opportunities.
Holiday:	25 days per annum pro rata, rising by one day for each full financial year worked to a maximum of 30.
Notice Period:	3 months
Probation Period:	6 months

The Young Vic presents approximately sixteen shows a year within three theatres. For our day to day operation we rely largely on Tessitura, a market leading CRM application for the performing arts. Tessitura is used to sell tickets, engage audiences and develop sponsorship, fundraising and sales campaigns. Tessitura regularly upgrades its software, and its clients must participate in ongoing training and community forums to use the application to full advantage.

Purpose of the Role

The Data & Systems Manager will work with all departments within the Young Vic to develop and administer the organisation's database systems and be responsible for providing customer and audience insight, business intelligence and data reporting and analysis services to a range of internal and external stakeholders.

Reporting to the Director of IT & Administration this role will be responsible for all policies and procedures relating to IT, and especially those relating to data security.

Main duties & responsibilities:

Database Management & Reporting

- To act as system administrator for the Tessitura database (based on an SQL platform), ensuring data integrity and hygiene through overall management and supervision of the system.
- To manage and implement annual upgrades of database systems in the organisation, creating testing plans which ensure thorough testing of all parts of the system, including custom reports and the ticketing pathway of the website, prior to go live. To liaise with our external IT provider to coordinate upgrades in a timely and efficient manner.
- To proactively support and develop the Tessitura database to ensure that the theatre obtains maximum benefit from the software by liaising with key stakeholders across all teams that utilise the software. To create and maintain an internal Tessitura roadmap for software development.
- To maintain, develop and create reports (predominantly in SSRS) and develop tools and training in order to give users appropriate on-demand / self-service access to data (e.g. through web portals, intranet, web reports and analysis tools such as T-Stats).
- To provide data analysis to the Director of Marketing & Press, Director of Development and Future Partnerships, Director of Taking Part and other internal colleagues in order to support sales campaigns, fundraising campaigns, statutory information requests and organisational insight.
- To do bespoke queries of the database as required in order to fulfil one off information requests.

Departmental Support & Training

- To work with the Marketing, Development and Taking Part teams on database segmentation and audience development
- To work with the Director of IT & Administration to develop new systems and processes across the organisation in order to maximise efficiency and avoid duplication of data, including auditing the use and management of the shared drive. To work with key stakeholders across the business to ensure their business requirements are understood and met in any new procedures that are adopted.
- To establish and chair an internal Tessitura User Group, identifying key stakeholders and super users across the organisation.
- To create user documentation and develop and deliver user training; to provide high-level technical support to system super users.

Policies & Compliance:

- To ensure the organisation is adhering to data protection law, fundraising regulations and safeguarding requirements in relation to its use of data. To be the gatekeeper of any personal data that is shared by or with a third party by performing data exports and imports from the database as and when they are required.
- To assist the organisation in completing the data clean up required to comply with the GDPR coming into force in May 2018. To assist the Director of IT & Administration in ensuring ongoing compliance with the GDPR across the organisation.
- To assist the Director of IT & Administration in implementing policies and procedures around PCI compliance and ensure those policies are adhered to across the organisation
- Help to create a data strategy for the organisation, and develop processes and procedures in order to implement the strategy, including updating and maintaining the data policy.

General

- Deputise for the Ticketing Manager in relation to creating seasons, performances and facilities in Tessitura.
- To provide support to the Director of IT & Administration in relation to internal IT requirements, by keeping abreast of users' needs and outstanding issues.
- In conjunction with the Director of IT & Administration, develop and implement general system user setup and removal routines
- To stay abreast of the latest trends and share best practices in the Tessitura community through online engagement, hosted meetings and networking with colleagues at other venues.
- Keep up to date and adhere to all Young Vic Policies and Procedures.
- Be an active and supportive member of the Young Vic staff team.
- Any other reasonable duties that arise to fulfil the objectives of the role.

Person Specification

Data & Systems Manager

Essential Experience

- Managing CRM systems, data structures and reporting
- SSRS report writing (using T-SQL, including writing Stored Procedures and Views)
- Providing database system support

Essential Skills

- Strong communication and interpersonal skills
- Ability to communicate with users at all levels
- Ability to translate user requirements into technical requirements
- Excellent analytical and problem solving skills
- Adaptability and the capacity to address problems with creative solutions
- Ability to handle conflicting priorities and manage time efficiently

Desirable

- Experience of ticketing and fundraising database systems, especially Tessitura
- Experience working in a producing theatre or arts organisation
- MSSQL server administration