

Job Summary

DATA AND SYSTEMS MANAGER

Reports to:	Director of IT and Administration
Salary:	£30,000 - £35,000 depending on experience
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

Purpose of the Role and Key Objectives

For our day-to-day operation, the Young Vic relies largely on Tessitura, a market leading CRM application for arts and culture. 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 its full advantage.

The Data and 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. The role is responsible for championing best practice around data management and driving efficient ways of working.

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

Job Description

DATA AND SYSTEMS MANAGER

Main duties and responsibilities:

Database Management and 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 procedures and 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 Analytics).
- To provide data analysis to the Director of Marketing and Press, Director of Development, 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 and Training

- To work with the Marketing, Development and Taking Part teams on database segmentation and audience development
- To work with the Director of IT and 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, chair and champion an internal Tessitura User Group, identifying key stakeholders and super users across the organisation.
- To create user documentation and develop and deliver user training and to provide high-level technical support to system super users.

Policies and Compliance

- To contribute to the development and enforcement of policies and procedures concerning the use and governance of data and database systems, ensuring that all users of data throughout the organisation understand their roles and responsibilities in the management of data.
- 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 Director of IT and Administration in ensuring ongoing compliance with the General Data Protection Regulation (GDPR) and the UK Data Protection Act (2018) across the organisation. To proactively identify any areas where personal data is being processed and ensure appropriate data management processes are adhered to.
- To complete administrative tasks relating to the GDPR including, but not limited to breach notification and logging, data privacy impact assessment reviews, data sharing agreements, subject access requests and rights to be forgotten
- To assist the Director of IT and Administration in implementing systems, policies and procedures around PCI compliance and ensure those policies are adhered to across the organisation
- To help 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

- To deputise for the Ticketing Manager in relation to creating seasons, performances and facilities in Tessitura.
- To provide support to the Director of IT and Administration in relation to internal IT requirements, by keeping abreast of users' needs and outstanding issues.
- In conjunction with the Director of IT and 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.
- To provide on-site assistance for the external IT provider when support cannot be performed remotely. Tasks may include reconnecting PCs to the network, running upgrades and installing software for users.
- To uphold and embody the Young Vic's company policies, including but not limited to our Equality, Diversity and Inclusion policy, Dignity at Work policy and Health and Safety policy.
- To be an active and supportive member of the Young Vic staff team and to provide the highest level of customer and audience care and service at all times whilst being a member of the Young Vic staff team.
- Any other reasonable duties that arise to fulfil the objectives of the role.

Person Specification

DATA AND SYSTEMS MANAGER

Essential Experience

- Managing CRM systems, data structures and reporting.
- SSRS report writing.
- Modifying and writing complex T-SQL stored procedures.
- Providing database system support.
- Project managing database development and system upgrades

Essential Skills

- Strong communication and interpersonal skills.
- Ability to communicate with users at varying levels of technical knowledge.
- Ability to understand organisational requirements and translate them into technical solutions.
- 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 cultural organisation.
- MSSQL server administration.