Job Summary
DIGITAL SYSTEMS MANAGER

Reports to: Director of IT and Administration

Salary: £31,000 - £36,000 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: 3 months

Purpose of the Role and Key Objectives

The Digital Systems Manager role is key in contributing to and managing progress against the Young Vic's digital roadmap, which currently consists of four main objectives:

1. Our work and reaching new and next generation audiences;
2. Increased transparency and inclusion;
3. Improved organisational efficiency and sustainability; and
4. Embracing IT / digital planning strategically organisation wide.

At the Young Vic, we strive to ensure everyone who engages with us, whether that be in person or online, has an accessible and personal experience that is inherently digital while maintaining an 'analogue' feel. We use technology to help support, streamline, and amplify our work, whether that be on or off stage, while still holding true to our principle of accessibility. In order to achieve these goals, we work with a number of third parties and this role will be the key point of contact between our internal teams and our external technology suppliers, ensuring that projects are managed effectively and communication flows freely. As such, this role requires strong project management and relationship management skills.

In addition, this role will support the Director of IT and Administration in championing best practice around data management and driving efficient ways

of working, and will be responsible for improving and enforcing all policies and procedures relating to data governance, digital strategy and IT security.

Job Description
DIGITAL SYSTEMS MANAGER

Main duties and responsibilities:

Digital Strategy

- To serve as champion and advisor for business systems within the organisation by developing, testing and advocating processes that create a more efficient and comfortable work environment and by matching teams with technology to support their goals

- To contribute to, manage, and maintain the digital roadmap for the organisation by identifying the common needs of various Young Vic departments and developing robust processes and procedures in order to implement the roadmap

- To help create and maintain an internal roadmap for software development that accounts for our organisational ambitions and any development work that will be required to support those ambitions

- 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

- To identify ways to streamline business processes and maximise ways to futureproof Young Vic technology

- To keep abreast of the changing digital landscape, proactively identifying opportunities to learn from new innovations or best practice examples

Database Management

- 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. This includes managing use of the Tessitura product suite across the organisation, any associated hardware and third party integrations.

- To proactively support and develop the Tessitura database to ensure that the theatre obtains maximum benefit from the software by highlighted new features of the software and associated products as they are released and liaising with key stakeholders across all teams that utilise the software to implement these new features.

- To manage and implement annual upgrades of database systems in the organisation, create and execute testing plans which ensure thorough testing of all parts of the system including custom procedures and reports, and any other associated products. To liaise with third party suppliers to

coordinate upgrades in a timely and efficient manner.

- To work with third parties to develop effective reporting tools for the different areas of the business, ensuring the reporting package is regularly reviewed to ensure it fits the needs of the organisation.

Websites and Digital Platforms

- To project manage the Young Vic's web and digital output, ensuring projects remain on schedule and within budget and that any new platforms work within the Young Vic's system ecology and can be effectively maintained

- To be responsible for ensuring the ongoing functionality and development of the Young Vic website, the Directors Program website and any other digital platforms, ensuring effective testing of any new functionality developed

- To take responsibility for ensuring that the Young Vic websites are functioning effectively, reporting any bugs that may arise and that all information and functionality adheres to the Young Vic Privacy Policy and GDPR guidelines

- To ensure effective integration of third-party platforms with Young Vic websites, in particular our CRM (Tessitura), ticketing pathway (TNEW), and online waiting room (Queue-IT), keeping abreast of new functionality and its potential benefit to the Young Vic

- To be responsible for the regular health checking of all Young Vic websites and any future digital development, ensuring they meet the Young Vic standard for accessibility, openness and usability

- To analyse data and generate insights to understand how users behave online and identify barriers to conversion, aiming to improve online experiences and conversion rates

Departmental Support and Training

- 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 and supporting moving this data to SharePoint in Office 365.

- To enable the organisation to use the Office 365 suite of tools to its full benefit and work with key stakeholders across the business to ensure their business requirements are understood and met in any new procedures that are adopted.

- To work with the Marketing, Development, Taking Part and Directors Program teams on database segmentation, audience development and reporting, providing advice on how to maintain data integrity when extracting data for these purposes. To support and advise other senior colleagues in data reporting and analytics in order to develop organisational insight.

- To be hands on support for large on sale moments at the Young Vic, ensuring the systems

are setup in a way that can effectively support a high volume of users and transactions.

- To establish, chair and champion an internal Digital User Group, identifying key stakeholders and super users of business critical systems across the organisation. To create a terms of reference for this group in supporting systems and web development.

- To create user documentation, 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

General

- To act as a point of contact and relationship manager for all third party business support agencies, including our external IT provider, Tessitura, and our web development agency

- 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.

Young Vic

Person Specification
DIGITAL SYSTEMS MANAGER

Essential Skills / Experience

- Ability to be proactive and self-motivated, with a strong desire to be accountable for system and project success
- Demonstrable experience managing and delivering complex systems and web development projects across multiple platforms
- Ability to systematically and logically identify and focus on priorities to achieve targets and manage multiple, competing workflows
- Ability to learn new technologies with ease and support training on these technologies within the organisation
- Demonstrable experience managing CRM systems, ticketing and fundraising databases, data structures and reporting
- Demonstrable experience providing database system support
- 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, time management and problem solving skills
- Adaptability and the capacity to address problems with creative solutions
- Ability to handle conflicting priorities and manage time efficiently
- A passion for technology, ability to adopt relevant industry trends, and an excellent understanding on what makes a great user experience

Desirable Skills / Experience

- Experience of using Tessitura and Tessitura integrated platforms, or other similar CRM systems
- Experience writing queries in SQL
- Experience of training teams on new software applications and content management systems
- Experience managing cloud-based productivity suites, such as Office 365 or G Suite
- An understanding of HTML & CSS
- Experience working in a producing theatre or cultural organisation