Job Summary

HEAD OF SYSTEMS AND TECHNOLOGY

Reports to: Operations Director

Responsible for: Digital Systems Analyst

Salary: £40,000 - £42,500

Contract Fixed Term contract for 12 Months

Hours: Office hours are 10am to 6pm Monday to Friday.
Occasional evening and weekend work will be required. TOIL Policy is currently under review.

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 Head of Systems and Technology role is a hands-on role that will work closely with all teams at the Young Vic to ensure their IT and Digital needs are being met and that the Young Vic's systems, services and infrastructure work reliably and securely.

The role is key in developing our IT and Digital Roadmap for the next four years, which will focus on re-establishing a baseline of skills and support within the organisation to utilise our enterprise systems effectively, creating effective business processes to support data driven decision making across all business areas and enabling a seamless hybrid working experience for all those who interact with the business side of the Young Vic.

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

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this role will be the key point of contact between our internal teams and our external technology suppliers, ensuring that projects meet our business requirements, are managed effectively and communication flows freely. As such, this role requires strong business analysis, project management and relationship management skills.

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Job Description

HEAD OF SYSTEMS AND TECHNOLOGY

Main duties and responsibilities:

IT / 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 create, 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 create and maintain an internal roadmap for hardware and software development that accounts for our organisational ambitions and any development work that will be required to support those ambitions.

- 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.

- 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.

Systems Management

- To manage the current technology infrastructure to ensure that it is reliable, optimised and fit for purpose. To create accurate and sustainable documentation to support the technology.

- To oversee maintenance and future upgrades of the Young Vic's digital infrastructure by coordinating with various internal and external stakeholders with support from the Digital Systems Analyst.

- To recommend new IT systems, processes and procedures that offer value for money and/or significant benefit to the organisation, while also aligning with the overall IT strategy and Environmental Action Plan for the organisation. To implement these systems once approved.

- To be responsible for data hygiene and security across all Young Vic IT platforms.

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; this includes being responsible for scoping and implementing any new digital platforms, ensuring effective testing of any new functionality developed and that ongoing support mechanisms are in place.

- To take responsibility for ensuring that the Young Vic websites are functioning effectively and that all information and functionality adheres to the Young Vic Privacy Policy and GDPR guidelines.

- 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.

Organisational Support and Training

- To ensure the organisation makes use of the most appropriate systems for collaborative working and develop processes across the organisation in order to maximise efficiency, avoid duplication of data, and support implementation of hybrid working environments, including auditing the use and management of

the shared drive and 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 deliver organisational training on all key IT systems with support from the Digital Systems Analyst and third parties

- To support and advise senior colleagues in data reporting and analytics in order to develop organisational insight.

Policies and Compliance

- To develop and enforce 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 any third party.

- To assist the Operations Director 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 and appropriate training is delivered.

- To implement technology and business processes that support achieving Cyber Essentials and PCI compliance, develop policies and procedures, and ensure those policies and procedures are adhered to across the organisation.

General

- To act as the 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 lead on management of unplanned IT events, providing effective on site support and ensuring effective communication to the wider Young Vic team.

- To manage on site and work from home hardware and software requirements for the organisation.

- To provide on-site assistance for the external IT provider when support cannot be performed

remotely. Tasks may include troubleshooting network outages, reconnecting PCs to the network, running upgrades and installing software for users.

- To cultivate and develop a positive, anti-racist working environment for everyone, by modelling anti-racist behaviours, encouraging others to develop their anti-racist practice and ensuring external third parties are aligned with and contribute to our goal of creating an anti-racist environment for all of our staff

- 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.

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Person Specification

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Essential Skills / Experience

- Experience of working at a senior level in IT, with people management experience
- A supportive approach to line management, prioritising skills development in team members
- Demonstrable experience managing and delivering complex systems and web development projects across multiple platforms
- Ability to be proactive and self-motivated, with a strong desire to be accountable for system and project success
- Ability to systematically and logically identify and focus on priorities to achieve targets and manage multiple, competing workflows
- Ability to understand organisational requirements (business analysis) and translate these into technical solutions, whether that be in current or future systems
- Ability to learn new technologies with ease and support training on these technologies within the organisation
- Strong communication and interpersonal skills

- Ability to communicate with users at varying levels of technical knowledge

- Excellent analytical, time management and hands-on 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

- Knowledge of GDPR and UK Data Protection legislation

- Strong understanding of IT Security requirements

- Experience of using Tessitura and Tessitura integrated platforms, or other similar CRM systems

- 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

- Experience working in a producing theatre or cultural organisation