MARLOWE THEATRE

Job Description

POST DETAILS	
Organisation	The Marlowe Trust
Job title	IT & Systems Manager
Reports to	Chief Operating Officer
Grade	H

JOB PURPOSE
To manage and develop the Marlowe Theatre's Digital Infrastructure to deliver the Vision and Mission and to advise the Executive on its strategic development.

PRINCIPAL ACCOUNTABILITIES
1. To ensure that all of our IT and CRM systems provide the best possible value for money and customer service at all points of contact for the organisation. 2. To be the developer and administrator for all digital systems. 3. To project manage the procurement and implementation of all digital systems and equipment, to meet agreed timetables, budgets and the theatre's business objectives. 4. To ensure that all systems, and our usage of them, operate in accordance with The Marlowe's Privacy Policy and the General Data Protection Regulation (GDPR) legislation. 5. To be the champion of digital collaboration between all departments. 6. To work in a safe and legal way to comply with regulatory and legislative requirements. 7. To drive your own career and skills development, making the most of the opportunities made available to you. 8. To live and represent the Marlowe Theatre's values.

REQUIRED ATTRIBUTES	
Required Qualities	The Marlowe Theatre's core values are to be authentic, supportive, resilient, collaborative, inclusive and passionate in everything we do. We actively seek to represent the diversity of our society

	In order to live our values, our Systems Manager should be: • Interested in digital innovation • A collaborative and proactive team player • Entrepreneurial • A creative thinker and problem solver
Knowledge	• Good knowledge of relevant legislation and regulations, in particular data protection. • Good knowledge of Box Office ticketing systems. • Good knowledge of VOIP Telephony including Call Centres. • Good knowledge of Point-of-Sale systems. • Good knowledge of IT Networks. • Good knowledge of Microsoft 365, Endpoint and Azure. • Good knowledge of IT Systems.
Skills	• Excellent IT skills • Excellent problem-solving skills • Good project management skills • Good numeracy skills • Good administrative skills
Experience	• Good experience of using CRM systems. • Good experience of delivering practical skills training • Good experience of budget management. • Good experience of managing and developing a website. • Good experience of working in administration
Qualifications	

JOB DIMENSIONS	
Annual budgetary amounts	Revenue - £157,000 Capital – Project lead – Minimum £25k per annum.
Number of staff reporting to the job holder	Direct Reports – 0 Indirect Reports – 0
Any other relevant statistics/information	

WORKING ENVIRONMENT

 The Marlowe Trust is open to flexible working so talk to us about how you think you can best deliver this job and about your flexible working needs.

The Marlowe Theatre's performances happen mostly in the evenings and at weekends. In order to deliver the best service to our customers, all of our posts, whether frontline, strategic, planning or support roles, require some evening and weekend working.

ORGANISATION CHART

See attached