

**Job Title:** Head of IT  
**Date:** January 2023  
**Accountable to:** Director of Finance and Resources  
**Accountable for:** AV Manager; CRM Administrator  
**Location:** 21 Albemarle Street, London, W1S 4BS  
**Contract type:** Permanent, Full-time, 35 hours per week  
**Salary:** £60-64k

### Job Purpose

To lead and manage the IT and AV services across the organisation within the constraints of a Grade I listed building. The Head of IT is a combination of a strategic, technical and management role. It has responsibility for the formulation and delivery of the Ri's IT and AV strategy and oversees the development and implementation of IT solutions that meet the current and future needs of the organisation.

### Main responsibilities of the role

- Develop the IT and AV strategy to ensure the current and future needs of the Ri are met and the Ri is able to thrive.
- Strategically plan and deliver a robust, efficient and professional operational IT and AV service to key stakeholders (staff, tenants, audiences in event spaces).
- Oversee all areas of IT infrastructure requirements at the Ri, including Azure Infrastructure management, security policies, their implementation and maintenance, backup and disaster recovery.
- Ensure that all IT and AV processes and systems are running efficiently and effectively.
- Ensure the AV team are adequately resourced, trained, and equipment is procured and maintained, to deliver the Ri's events with a high level of customer service.
- Lead the IT and AV teams to develop and implement innovative solutions.
- With colleagues, develop the Ri's collection, creation, design and evolution of data. Revolving around the Ri's Salesforce CRM, develop a strategy and policies for data acquisition, management and governance.
- Ensure that the Ri complies with data protection legislation.
- Develop and maintain KPI reporting and dashboards across the organisation.
- Manage the IT and AV budgets.
- Develop and maintain IT and AV policies and procedures.
- Ensure that IT systems are secure and compliant with company policies.
- Train and coach the team on new technologies and systems.
- Provide technical support and advice to the organisation including network

- support, printing and phone service management and support.
- Manage the relationship and performance of the outsourced IT help desk.
  - Input into and lead as appropriate working groups and projects across the organisation.
  - With colleagues, ensure our digital offerings to staff and to external stakeholders are appropriate, secure and connected.

**General responsibilities applicable to all staff**

- Understand and support the vision, mission and aims of the Ri
- Maintain awareness of your own and others' Health and Safety, and comply with the Ri's Health and Safety policy
- Adhere to and champion the Ri's policy and practices on Safeguarding
- Adhere to and comply with all Ri policies relating to the Data Protection Regulations 2018
- Encourage team working and effective communication with colleagues
- Act as a representative of the Ri and deal with Ri customers, stakeholders and the public in a professional manner at all times
- Comply with Ri financial policies and practices as applicable.
- Undertake other responsibilities as may be reasonably requested of your post

**Skills, experience and knowledge**  
Essential (E) Desirable (D)

Experience of leading the IT function in a complex organisation.	E
Excellent people management skills and experience of leading a multi-faceted team.	E
Experience of budget management and cost control.	E
IT Project management experience: for example designing and implementing processes, network design, management of third parties.	E
Experience delivering on long-term IT strategy.	E
Practical ability to configure and manage networking hardware on premises and in cloud (Azure), for example; switching, routing, servers, storage.	E
Administration and Management of CRM systems (Salesforce advantageous).	E
Strong security knowledge as applied to Network management and database management.	E
Development skills or advanced Salesforce skills would be advantageous.	D
Experience of managing AV service for events and conferences	D

Experience working in the charity sector, education or not for profit.	D
Experience of working in a Heritage building	D

<b>Qualifications</b>	
Essential (E) Desirable (D)	
Salesforce Admin Certification (ADM201 or ADX201) or equivalent experience	D
MS/Azure certification(s) or equivalent experience	D
ITIL or equivalent experience	D
Prince2 or equivalent experience	D

<b>Personal Attributes</b>	
Excellent interpersonal skills with proven ability to work collaboratively and communicate at all levels.	E
Able to find pragmatic solutions, seek improvements, and adapt to changing situations.	E
Able to present information, verbally and in writing, in a clear and concise manner, with excellent attention to detail.	E
Positive “can do” attitude and willingness to support others where needed.	E
Ability to multi-task and work in a fast-paced environment.	E
Ability to identify opportunities, lead and drive change in technologies	E
Willingness to work occasional evenings and weekends, if required.	E