The Royal Institution
Science Lives Here

# JOB DESCRIPTION AND PERSON SPECIFICATION

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| **IT and Job Title:** | **IT and Website Administrator** |
| **Date** | October 2026 |
| **Accountable to**: | Head of IT & AV |
| **Location:** | Albemarle Street, London |
| **Contract type**: | Permanent. 35 hours per week, Monday to Friday, with some flexibility as required.<br>Flexible work patterns considered |
| **Salary**: | c. £42k |

**Context**

The Royal Institution (Ri) is an independent charity dedicated to connecting people with science. Its digital platforms, systems and services, support public engagement, membership, fundraising, events and the effective operation of the organisation.

**Job Purpose**

To administer, support and continuously improve the Ri's IT environment and contribute to the effective operation of its website. The postholder will provide responsive second-line support, maintain secure and reliable systems, coordinate technical changes and suppliers, and help colleagues use technology effectively.

The role combines Microsoft 365 and device administration with hands-on support for the Ri's website, integrations and live digital services. It requires a practical, service-focused approach, sound technical judgement and clear communication with technical and non-technical stakeholders.

## Main responsibilities of the role

### IT support and service delivery

- Provide second-line IT support, diagnosing and resolving user-facing IT incidents and service requests, and escalating where appropriate.
- Administer Microsoft 365 services, including user accounts, licences, Exchange Online, Teams, SharePoint and OneDrive.
- Support identity and access management through Entra ID, including users, groups, multi-factor authentication, permissions and conditional access controls.
- Configure, maintain and support Windows and macOS devices, printers, peripherals and, where applicable, device management through Intune.

### Website, CMS and digital platforms

- Administer the Ri's website content management platform in collaboration with the (Senior) Digital Manager including technical functionality of content and pages, access for designated CMS users, content permissions and routine data corrections.
- Investigate, test and implement changes to the existing web codebase using JavaScript, TypeScript, React, Git and GitHub, following agreed review and deployment processes.
- Administer and support the Ri's third-party digital platforms and integrations, including payment services, CRM, mobile applications, video streaming and email marketing systems, coordinating with suppliers and internal stakeholders to resolve issues.

**Live service operations, security and assurance**

- Monitor live digital services, hosting environments, integrations and logs; respond to platform errors, outages and service issues; and support reliable recovery.
- Maintain operational components including domains, DNS, SSL certificates, environment settings, transactional email, storage and deployment pipelines.
- Apply web security, data protection and secure credential-management practices; coordinate remediation of identified vulnerabilities; support release assurance for live services; and contribute to the Ri's Cyber Essentials, penetration-testing and relevant payment-security requirements.

**Documentation, coordination and continuous improvement**

- Maintain accurate technical documentation, asset and configuration records, runbooks, change logs, incident records and helpdesk tickets in line with agreed service levels.
- Coordinate effectively with colleagues and external suppliers, communicate technical issues clearly to non-technical audiences, and identify and document practical opportunities to improve systems, services and user experience.

**General responsibilities applicable to all staff**

- Understand and support the Ri strategy including the Ri vision, mission and aims
- Promote the Ri values and encourage team working and effective communication with colleagues
- Help achieve EDIA goals across the organisation and promote diversity and inclusion at the Ri
- Act as a representative of the Ri and deal with Ri customers, stakeholders and the public in a professional manner
- Maintain awareness of your own and others' Health and Safety, and comply with the Ri's Health and Safety policy;
- Comply with and champion the Ri financial and other policies and practices including Health & Safety, Safeguarding and GDPR
- Undertake other responsibilities as may be reasonably requested of your post.

| **Skills, experience and knowledge**<br>Essential (E) Desirable (D) | |
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| • Demonstrable combined experience in IT and web administration support, including support for a live public-facing website or digital service. | E |
| • Experience administering Microsoft 365 services and supporting common user, account and service requests. | E |
| • Experience supporting Windows and macOS devices, printers, peripherals and helpdesk processes to agreed service levels. | E |
| • Working knowledge of identity, access and security controls, including MFA, secure credential handling, data protection and appropriate access governance. | E |

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| • Experience administering a CMS or web platform, including content, CMS users and routine data or configuration updates. | E |
| • Ability to read, troubleshoot and safely make changes to an existing web codebase using appropriate development, testing, review and deployment processes. | E |
| • Understanding of live web-service operations, security, data protection and operational assurance for public-facing digital services, including hosting, domains, monitoring and incident response. | E |
| • Familiarity with relevant web, database or deployment technologies such as JavaScript, TypeScript, React, Next.js, SQL, PostgreSQL, Prisma, Git/GitHub or CI pipelines. | D |
| • Experience working with third-party digital platforms, integrations or technical suppliers, such as payment platforms, CRM systems, video streaming, Cloudflare, penetration testers, QA agencies or developers. | D |
| • Experience in a charity, not-for-profit or cultural organisation. | D |
| **Qualifications** | |
| • Relevant professional qualification or equivalent demonstrable experience in IT, web administration, digital services or a related technical field. | E |
| • Relevant certifications such as CompTIA Network+ or Security+, Microsoft 365 or Azure. | D |
| **Personal Attributes** | |
| • Approachable, helpful and customer focused with a positive attitude and a commitment to delivering high-quality support. | E |
| • Strong interpersonal and communication skills with the ability to explain technical information clearly and concisely, both verbally and in writing, to a wide range of audiences. . | E |
| • Organised, reliable and attentive to detail with the ability to manage multiple priorities and work effectively in a fast-paced environment. | E |
| • Proactive and curious, with the confidence to use initiative, identify improvements and continually develop knowledge and skills. | E |
| • Collaborative, adaptable and supportive, with a proven ability to work effectively with colleagues across the organisation to achieve shared goals. | E |
| • Professional and trustworthy, with the ability to handle sensitive information discreetly and exercise sound judgement. | E |
| • Committed to the principles of equality and diversity | E |
| • Demonstrates an interest in and an understanding of the Ri's mission and activities | D |

**Notes:** This job description will be subject to review in the light of changing circumstances and is not intended to be rigid or inflexible but should be regarded as providing guidelines and accountabilities within which the individual works.

Some evening and weekend working may be required depending on the needs of the business.