

GRANGE PARK OPERA

AT WEST HORSLEY PLACE, SURREY

Job title:	IT Administrator
Reports to:	Business Intelligence Manager
Location:	Sutton Manor Farm, Alresford, Hampshire, SO24 0AA
Hours:	9.30am – 5.30pm, Monday – Friday Part-time hours may be considered upon request Occasional evening / weekends required (detailed below)
Salary:	£24,000

Overview

Grange Park Opera is currently looking for an IT Administrator to support the office in Alresford and (seasonally) at the theatre in Surrey. This is a broad-ranging role, encompassing responsibilities with the network, CRM database, business systems and website functionality. You will be working in close association with the Business Intelligence Manager and our external IT support company, and full training will be provided.

Our office hours are Monday to Friday 9.30am to 5.30pm. During June and July there will be occasional evening and weekend work to support our performances at West Horsley Place in Surrey. Whilst this is envisaged as a full-time role, we may consider part-time applications.

Key duties and responsibilities

- Ensure compliance with relevant legislation (such as the GDPR and PCI Compliance)
- In liaison with external suppliers, maintain the Grange Park Opera network
- Maintain internal systems, including Sage, Office 365, OPAS and Mitel phone system
- Maintain office IT hardware, including PCs and printers
- Maintain the staff intranet, documenting existing processes and adding them as required
- Assist in the management of our website
- Assist in the management of our CRM, Tessitura, including testing upgrades
- Assist in training staff on internal systems
- Assist in the development and implementation of new software and functionality
- Act as the first point of call for internal IT queries, escalating as required
- Ensure backup procedures and disaster recovery policies are in place, testing as required

General

- Build and maintain good relationships with all team members and be able to communicate well with people of all levels
- Deal with all enquiries in a professional and courteous manner, in person, on the telephone or via e-mail
- Always adhere to all company policies and procedures
- Be involved and contribute at team meetings
- Carry out all reasonable instructions given by the management team and be willing to take on jobs to balance the team workload

Person specification

- Excellent communication and interpersonal skills
- Methodical and thorough approach to work
- Good organisational skills, with the ability to prioritise
- Good attention to detail
- A great team player
- A desire to show initiative