

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

About Grange Park Opera

Grange Park Opera is an annual summer opera festival based at 500-year-old West Horsley Place, on the edge of London and close to the Surrey Hills. Founded in 1998 by Wasfi Kani, OBE, the company has staged more than 75 operas.

In 2017 the company relocated to a new five-tier opera house seating 750. Built in just eleven months, The Times Arts Awards acknowledged the achievement as the “Fastest construction of an opera house in history”.

Grange Park Opera is a registered charity, privately funded from generous supporters and Box Office income. It has been identified by London Stock Exchange as amongst the UK's 1000 fastest growing companies in “1000 Companies to Inspire Britain”.

Its sister charity Pimlico Opera, founded in 1987, has presented co-productions with prisons for 26 years and has taken more than 50,000 members of the public into prison. Each week, its Primary Robins project gives a singing class to 2,000 KS2 children in schools in deprived areas.

Overview

Grange Park Opera is currently looking for an IT Administrator to support the office in Alresford and (seasonally) 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 external IT support company, and full training will be provided.

Our standard office hours are from 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 our external IT support company, 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