

Application Pack for
IT Systems Manager

Deadline: 11:59pm on Thursday, 8 August 2024



Zineb Sedira: *Dreams Have No Titles* at Whitechapel Gallery, London 2024



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Sculpting Conversations at Whitechapel Gallery, London 2023



Life if More Important than Art at Whitechapel Gallery, London 2023



Somali Museum: Any-Space-Whatever at Whitechapel Gallery, London 2023



Andrew Pierre Hart: Bio-Data Flows and Other Rhythms – A Local Story at Whitechapel Gallery, London 2024

Whitechapel Gallery

Whitechapel Gallery was founded in 1901 with the aim to bring great art to the people of East London. From the outset, the Gallery pushed forward a bold programme of exhibitions and educational activities, driven by the desire to enrich the cultural offer for local communities and provide new opportunities for ground-breaking artists from across the globe, to showcase their works to UK audiences, often for the first time.

From ground-breaking solo shows to thought-provoking exhibitions, the Gallery's focus on bringing artists, ideas, and audiences together, remains as important today as it did over a century ago, as does its commitment to its local communities.

We are proud to be a cultural institution that is locally embedded and globally connected, cementing the East End, as one of the world's most exciting and diverse cultural quarters. We recognise the critical role that art can play in firing up our imaginations, reflecting our lived experiences and opening up new possibilities for thinking, feeling and dreaming.



Our Vision, Mission and Values

Our Vision

The Whitechapel Gallery will occupy a distinctive and radically different position in the social and cultural landscape. We will build on our pioneering history as a place for contemporary art and ideas, translating and animating it for our time.

Our Mission

The Whitechapel Gallery is a ground-breaking art institution that has existed for over 100 years. We make contemporary art and ideas accessible to local and global audiences in the East End of London, recognising the critical role that art can play in firing up our imaginations, reflecting our lived experiences and opening up new possibilities for thinking, feeling and dreaming.

Our Values

- We are proud to be a cultural institution that is **locally embedded and globally connected**. Whitechapel is a gallery and a geographical location, located accessibly on the high street (with a tube station in our basement!)
- We want our building to be a **soulful and intimate destination** for local, national and international visitors: a social and civic space that is free and open to all.
- **Education** sits at the heart of the Whitechapel Gallery. Our programme emphasises close collaboration with local families, schools and communities, which we value as key stakeholders in our organisation.
- We take risks in programming lesser-known and neglected artists and in **making challenging artworks and ideas accessible** to all our audiences, putting artists and ideas at the centre of everything we do.
- We focus proudly on the work of **women artists and artists of colour**, championing their contribution to contemporary art and society and forging connections with new audiences, partners and participants in the Gallery's programmes.
- We are committed to making the Whitechapel Gallery **a permeable cultural institution that spills beyond its gallery walls**, actively seeking partnerships beyond the Gallery, and creating opportunities for artists and audiences to shape and influence what we do.
- We are unafraid to have **a social and political agenda**, working with artists and ideas that address the key issues and concerns of our times.
- We are dedicated to safeguarding the long-term future of the Whitechapel Gallery by building its cultural, social and political capital and ensuring its **sustainability – artistically, environmentally and economically**.

IT Systems Manager

Contract:	Fixed-term (3 years)
Hours of work:	Full-time, 36.25 hours per week. Monday to Friday 9:30am-5:45pm, with one hour for lunch. Due to the nature of the job, some early morning, evening and weekend work will be required, as well as occasional travel. This will be compensated by time off in lieu.
Salary:	£45,000 per annum
Probationary period:	6 months
Notice period:	2 months (1 week during probation)

Role

Working closely with the Operations and Visitor Services Department, the IT Systems Manager will play an important roll in ensuring that the Gallery's IT and digital capacity enables the organisation to deliver its mission to put artists and audiences at the heart of everything we do. The successful candidate will be dynamic, engaged and knowledgeable in the areas of IT, digital and systems management, as well as best practice in these areas across the sector. The successful candidate will have extensive experience of leading change in these areas and they will relish the opportunity to work collaboratively.

The IT Systems Manager will be the central point of contact for all IT systems and IT service providers used by the Gallery. This includes the main IT and network contractor and the CRM provider. This post will work ensure IT systems are delivering value for the organisation. This will include mapping out and managing IT system contracts, reviewing return on investment and overseeing tendering where suitable.

This role will also be responsible for working closely with the Senior Management Team to produce strategy; including a Digital Strategy, a Data Strategy and producing an IT and Digital road map for the organisation. This process will be informed by risk management processes and will support the overall Strategic Objectives of the Gallery.

The IT Systems Managers will attend and play a key role in the IT & Digital Strategy Group which is composed of representatives of all internal Gallery Departments and is chaired by the Deputy Director. The IT & Digital Strategy Group makes recommendations to the Senior Management Team on areas of IT, digital strategy, digital and technical infrastructure.

Accountability

The IT Systems Manager will work alongside all members of the Operations and Visitor Services Department, but will work particularly closely with the Visitor Services Manager and the Technical Production Manager. This role is managed by the Deputy Director. This role line manages the IT Technician.

If you are passionate about the role, we encourage you to apply even if you don't fulfil all the job specifications. We are open to accommodate for strengths and development areas of the postholder.

About you

Essential qualities include:

- Experience in managing IT systems in an organisation
- Experience of reviewing IT systems and overseeing contracts and tender processes
- Experience of introducing new systems or software into an organisation or workforce, including planning and delivery
- Experience of using risk management approaches to system change
- Management experience for IT or digital infrastructure projects
- Experience in writing Digital Policy or Digital Strategy
- Experience of working with a Senior Management Team to produce policy, strategy or transformation in the areas of IT or digital
- A forward-looking approach to IT, including a knowledge of developments over the next 3-5 years
- Strong management skills and a commitment to developing direct reports
- Experience of managing budgets, including for change projects and reporting to external funders
- Experience of establishing and embedding systems and processes that use data to inform decision making
- Experience of working collaboratively across an organisation where there are varying levels of IT knowledge
- Experience writing policy and procedure, including around cyber security

Qualities that are desirable for this role are:

- Experience of working in an art gallery or similar cultural institution
- Knowledge of best-practice in sector
- Experience of writing successful fundraising applications
- Experience of reporting into a Board of Trustees
- An interest in digital transformation and digital culture

Whilst the above person specification offers a useful guide to the experience level expected, we welcome – and encourage – applications from anyone who feels they could bring alternative, equally beneficial skills, experience and perspective to the role.

Duties and Responsibilities

System management and ownership

- Manage the relationship with all external IT contractors, including external IT support provider and telecommunications
- Strategic oversight of IT systems, including CRM, Microsoft Office and cloud services
- Work with Whitechapel Gallery staff to ensure smooth, effective and integrated management of client databases
- Overseeing training and induction plan with the CRM provider
- Review and analyse current systems and make recommendations for efficiencies, improvements and enhanced functionality
- Ensure value for money across all system provisions, including overseeing tendering processes where suitable
- Undertake a risk assessment of the Gallery's IT and digital activities, alongside a programme of mitigations and risk management procedures
- Develop and maintain an IT & Digital Risk Register, reported into the Finance and Operations Committee of the Board of Trustees
- Oversee and maintain relative budgets
- Ensure delivery of out-of-hours system support where relevant

Strategy

- Working with the Senior Management Team to produce a Digital Strategy that supports the overall Strategic Objectives of the Whitechapel Gallery
- Working with the Senior Management Team to produce a Data strategy – including developing ways to embed data-led decision making
- Creating an IT & Digital roadmap outlining areas for development, investment and renewal for a 5-10 year period
- This will include a plan for physical infrastructure, including server rooms and onsite capabilities
- Working with the Senior Management Team to produce dynamic and income-maximising box-office and ticketing strategies
- Play a key role in the internal IT & Digital Strategy Group
- Advise the Board and the SMT on cyber and digital risk, and contribute to planning insurance cover and risk-mitigation in these areas

Development

- Research fundraising and grant opportunities for IT and digital development, including sponsorship opportunities
- Ensure up-to-date data and information is available to the SMT and Board of Trustees, in order to inform decision-making and to support fundraising
- Improve the “data narrative” across the organisation to support Strategic Objectives

Policy and protocols

- Ensure the Whitechapel Gallery has up to date IT & Digital policy and procedure
- Ensure the Whitechapel Gallery has robust cyber security policy and procedure in place
- Work with the Senior Management Team to ensure that all elements of the Gallery's Policy Pack that relate to IT or digital are up to date

These are a guide to the contents of the job and the skills and experience required. Job content may change over time and are not part of the contract of employment.

Benefits

Annual Leave

Staff are entitled to 25 days' paid holiday, plus statutory bank holidays, or the pro-rata equivalent if you work part-time. Annual leave entitlement is increased every 3 years by an additional day, capped at 5 days.

Pension Scheme

All staff are eligible to participate in the group personal pension scheme. We have two pension schemes; NEST (the Gallery contributes 3% of your gross annual salary) and Scottish Widows (the Gallery contributes 5% of your gross annual salary).

Employee Assistance Programme

All staff have access to our Employee Assistance Programme, which includes a 24/7 compassionate helpline, expert advice and up to six free counselling sessions.

Training Opportunities and Travel Grant

We offer a range of training opportunities and learning programmes, including apprenticeships.

To support your development and encourage exchange with peers, all permanent staff are eligible for a £200 annual travel grant (pro-rata).

Discounts

Staff receive discount from the Gallery bookshop and from the Townsend Restaurant, both subject to availability. Staff receive discounts on editions (one per edition) and publications (subject to availability). Staff are entitled to a 75% discount on Gallery 2 hire (the hire fee element only) and 50% on all other spaces, both subject to availability.

Cycle to Work Scheme

For the benefit of both you and the environment, you can loan a bike through a Cycle to Work scheme.

Exhibitions

For each exhibition at Whitechapel Gallery, staff are invited to a guided tour by a curator.

Most major museums and galleries in London, and some beyond, grant free entry to exhibitions on presentation of your staff card.

Events

Staff can request one complimentary ticket for their own use for each public event at the Gallery, subject to availability.



How to apply

- Please return the application form in PDF format to recruitment@whitechapelgallery.org
- In the email's subject line, type your full name followed by the job title.

We would be grateful if you would fill in and return the Diversity Monitoring form with your application. When the application is received, the Diversity Monitoring form is removed and does not form part of your application. The information from these forms helps us monitor our recruitment campaign's effectiveness.

Unfortunately, due to the volume of applicants for advertised positions, we cannot contact unsuccessful candidates or give feedback on application forms.

If you are still waiting for a response from us by the advertised interview date, please assume that your application has been unsuccessful.

Access for people with disabilities

Please contact the Recruitment Team at 020 7539 3320 or via recruitment@whitechapelgallery.org if you cannot complete this form electronically or would like further access information. We accept video applications and audio applications. We are committed to offering an interview to disabled candidates who meet the minimum criteria for the job. By 'minimum criteria' we mean that the individual must provide us with evidence in their application form, which demonstrates that they meet the qualifications, skills or experience defined as desirable in the Person Specification. If you would like to be considered under this scheme, please opt in on the application form.

Equality, Diversity & Inclusion

We want our workforce to represent all sections of the community and expect all our workers to firmly commit to working with the Gallery to create an equal, diverse and inclusive workplace. Our ambition is to reflect society and to create a diverse, inclusive and welcoming environment for all to experience art.

