

Whitechapel Gallery

IT Technician Recruitment pack

Whitechapel
Gallery



Whitechapel Gallery

Whitechapel Gallery was founded in 1901 by the pioneering educators and philanthropists, Samuel and Henrietta Barnett, with the aim of bringing great artists, art and ideas from around the world to the people of East London. Now, over 120 years later, the Gallery is renewing its commitment to our founding mission. We recognise the importance of our pioneering history as a place for contemporary art and ideas that sits in the heart of the East End, and the opportunities that this offers to collaborate and connect with global, diverse communities, locally and around the world.

Over the years, we have grown exponentially in both ambition, outreach and influence, welcoming some of the world's most significant and visionary artists to our East London home; showcasing thought-provoking art and ideas from across the globe (including China, Brazil and the Islamic world); exploring topical, often challenging, themes and issues; and championing local and emerging talent.

We are hugely proud of our history and believe we have a continuing, and important responsibility to expand on our legacy and remit, ensuring our programme reflects the times we live in, speaks to, and with, diverse artists and audiences and enables an even greater range of voices, cultures and visions to rise to the fore. Above all, we recognise the critical role that art can play in firing up imaginations, reflecting lived experiences and opening up new possibilities for thinking, feeling and dreaming.

Gilane Tawadros, Director



Our Vision and Mission

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 Approach

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, whom 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 work with artists and ideas that address and expand thinking around the **key socio-political 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 Technician

The Role

Working closely with the Operations and Visitor Services Department, the IT Technician plays an important role in ensuring that the Gallery's IT systems, hardware and software are maintained and operating effectively in order to support the Gallery to deliver its mission to put artists and audiences at the heart of everything we do. The successful candidate will be proactive and practical, and knowledgeable in maintaining and troubleshooting IT systems. The successful candidate will have an interest in IT hardware, software and systems.

The IT Technician will be the first point of contact for troubleshooting IT issues at the Gallery. This includes for staff who are working onsite in the offices or working remotely. This also includes front of house staffing who are working in the Visitor Services Department and operating the box-office. This post will work towards ensuring a smooth delivery of IT functionality for both front of house areas of the business as well as for back of house areas. The IT Technician will develop a working knowledge of the systems, hardware and software used by the organisation on a day to day basis and be able to provide "on the ground" support for these systems. This role will also play an important role in maintaining existing IT systems by organising, monitoring and updating these. This will include being the point of contact for specific projects or works and liaising with the relevant contractors.

The IT Technician will also attend and support 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 in areas of IT, digital strategy, digital and technical infrastructure.

Accountability

This role is managed by the IT Systems Manager.



Key Responsibilities

Day to day troubleshooting

- Including supporting staff accessing internal systems, such as files, emails or Microsoft office suit
- Supporting the Visitor Services Department for all IT troubleshooting, as related to box-office, ticket sales, reporting and chasing up
- Hybrid working support
- Onsite infrastructure, including wi-fi phones and printers

Audit IT capacity

- Including centralised list of software used across organisation, with schedule of renewal and associated cost
- Including centralised list of hardware used across organisation
- Organising and auditing server rooms and digital infrastructure – such as data ports, wi-fi routers and phone lines
- Auditing and maintaining central list of Whitechapel Gallery computers, including cycle of renewal for desktops, laptops, keyboards and mice
- Creating and maintaining IT asset list

Gallery and Event support

- Ensuring IT infrastructure is working across in gallery and event spaces, such as cabling, wi-fi coverage, and power supplies
- Organising and updating IT infrastructure in these spaces as part of cycle of review and renewal

Other

- Any other duties as directed by the IT Systems Manager, Deputy Director or Head of Operations and Visitor Services

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.



Person Specification

The successful candidate will bring the following experience, skills and knowledge.

Essential qualities include:

- Experience with IT systems, including troubleshooting
- Experience of working with IT contractors
- An interest in IT, including systems, hardware and software
- Communication skills
- Experience communicating ideas and knowledge about IT systems to colleagues with “lay” understanding
- Experience of working office IT systems, including Office 365, Microsoft Teams and Zoom
- A positive and practical approach
- Experience of working with box-office, CRM or Point of Sale software

Qualities that are desirable for this role are:

- Experience of working with physical IT infrastructure, including server rooms, cabling and WIFI routers
- An interest in digital transformation and digital culture
- PAT testing experience or qualification
- Knowledge of Cyber-Essentials accreditation process

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.

Conditions of Work

Contract: Fixed-term (3 years)

Hours of work: Full-time (36.25 hours)

Monday to Friday, 9:30am – 5:45pm (with one hour unpaid lunch). Hybrid working available based on the requirements of the role.

Salary: £27,000 gross per annum

Probationary period: 6 months

The period of notice is 2 months in writing on either side. During the probationary period this will be reduced to one week notice from both parties.

Due to the nature of the job, some evening and weekend work will be required, as well as occasional travel. This will be compensated by time off in lieu.

Benefits

Annual Leave

Staff are entitled to 25 days' paid holiday, plus statutory bank holidays. 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, with the Gallery contributing 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 discounts from the Gallery bookshop and from the café, 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.

Flexible Working Policy

Employees can discuss the Flexible Working Policy with the organisation following appointment.





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.

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.

