

## Knowle West Media Centre

### JOB DESCRIPTION

#### 1. Job Details

**Job Title:** Head of IT

**Hours:** 37 hours per week

**Location:** Knowle West Media Centre with flexible home working

**Access:** There is wheelchair access.

#### 2. Job Purpose

The Head of IT is responsible for delivering functional, efficient and flexible IT services and resources that meet the needs of KWMC. This role combines management with practical hands-on work.

#### 3. Accountability

Accountable to the KWMC CEO and Trustees.

To share responsibility as part of the senior management team, ensuring a collaborative and nurturing approach to developing leadership within KWMC

#### 4. Principal Responsibilities

- Work at senior manager level to create IT strategies across software, hardware services and networks which align with KWMC's needs and budgets
- Work closely with managers and technical staff across departments to help with delivery of creative and other technology-based projects
- Lead and manage the IT team in providing reliable IT infrastructure, services and workflows, and provide support and training in these to staff and other users
- Take the lead in systems and network administration
- Line manage staff in the IT dept to ensure delivery and support of core IT services
- Maintain an environment where collaboration and communication are key to success

#### 5. Key Performance Indicators

- IT infrastructure, services and resources are well-maintained and meet the needs of KWMC
- Effective management of people, resources and budgets

- Creates environment where technology-based staff from across the organisation communicate and collaborate on their projects
- Tools and workflows are available to staff to keep data well organised and secure
- Supports and inspires users across KWMC

## **6. Communications and Working Relationships**

An integral part of the job role is to ensure that good communication is maintained throughout the organisation. This role also requires the post holder to sometimes work with a wide range of stakeholders including external commercial organisations, universities, the city council, colleagues delivering other services within KWMC, and local communities.

## **7. Commitment to KWMC's Values**

KWMC's core values are:

- Integrity: treating others with honesty, consistency and respect, and being prepared to be held accountable for your actions
- Imagination: not being afraid to do or think differently, and being willing to explore new perspectives and creative ways of doing things
- Collaboration: working with others to achieve a shared goal, valuing the contribution and expertise that each individual brings
- Equity: recognising that in order for everyone to have an equal opportunity to succeed, some people may need additional support – then doing what you can to make this happen
- Resilience: staying faithful to your mission and values but having the flexibility to adapt to change

## **8. Commitment to Health & Safety, Confidentiality, Data Protection & Equal Opportunities**

### **Health and Safety and Security**

It is the duty of every employee to work in such a way so that accidents to themselves and to others are avoided, and to co-operate in maintaining their place of work in a tidy and safe condition, thereby minimising risk.

### **Confidentiality**

In the course of every employee's duties, they may have access to confidential material about members of staff, volunteers or KWMC business. On no account must information relating to identifiable people or organisations be divulged to anyone other than authorised persons. If in any doubt whatsoever as to the authority of a person or body asking for information of this nature, the employee must seek advice from their manager. Failure to observe these rules will be regarded by your employers as serious or gross misconduct, which could result in disciplinary action being taken against you.

## **Data Protection**

Every employee is required to comply with current Data Protection legislation whilst exercising their duties at KWMC, in order to protect individuals' personal data and privacy, and ensure personal data is processed in accordance with the law. This legislation comprises the General Data Protection Regulation (GDPR) which came into force on 25 May 2018 and the new Data Protection Act (DPA) 2018.

## **Equal Opportunities**

### **Our commitment**

KWMC welcomes and celebrates diversity and differences between people and the strengths these bring to our communities and workforce. KWMC aims to provide excellent and efficient opportunities and services enabling everyone to fulfill their potential. To do this we must give everyone equal access to services and job opportunities.

Treating everyone the same does not necessarily give people equality of opportunity. Sometimes we need to treat people in a different way to give them the same access to a service or job.

We recognise that everyone is different and we will treat people as individuals.

This job description is subject to review and amendment in response to the changing needs of the project.

## **February 2021**

### **Person Specification: Head of IT**

#### **Knowledge, Skills and Experience required:**

##### **Essential**

Proven systems administration and network skills

A good understanding of IT security

Experience of managing a team and its budgets

The ability to lead and inspire a motivated team of staff

An effective communicator

Established skills in partnership working, good at working collaboratively, as part of team and with project partners

Ability to combine innovation and practicality to produce results

Active commitment to inclusion and anti-racism

Active commitment to addressing climate and ecological emergency

##### **Desirable**

Specific knowledge of Microsoft365, Azure and Jamf is helpful but not a requirement

An understanding of online and broadcasting tools

**General Requirements**

Prepared to undertake continued professional development.