



# Job profile

## IT Technician

<b>Department:</b>	Marketing
<b>Location:</b>	Compton Verney
<b>Reports to:</b>	Communications Manager & Facilities Manager
<b>Key relationships:</b>	CEO Director & Senior Leadership Team Sales & Marketing Finance & Planning/Facilities Manager Commercial Visitor Experience Team External Suppliers
<b>Salary</b>	£25,000 per annum
<b>Hours per week:</b>	Full Time
<b>Contract</b>	Fixed Term
<b>Constraints:</b>	Flexibility required due to the nature of the role. Maybe required to work outside normal hours.
<b>Date:</b>	January 2020

### 1) **COMPTON VERNEY ART GALLERY & PARK**

We are an award-winning gallery, based in a Grade I-listed Georgian mansion amidst 120 acres of Grade II-listed Lancelot 'Capability' Brown parkland in Warwickshire. With six permanent collections (Naples, Northern European Art 1450-1650, British Portraits, Chinese, British Folk Art & The Marx-Lambert Collection) and a schedule of thought-provoking changing exhibitions and events, we are an accredited museum, and a registered charity.

For more information about Compton Verney, visit [www.comptonverney.org.uk](http://www.comptonverney.org.uk)  
Twitter @ComptonVerney /Facebook/ComptonVerney/Instagram @Compton\_Verney

### 2) **THE ROLE**

This role is a temporary fixed term 6 month opportunity for an experienced IT Technician to support Compton Verney with the implementation of a new customer relationship management (CRM) system and website. This person will manage the implementation and integration of the CRM software (Spektrix) to enable the organisation better manage current and potential customer relationships, in addition to the implementation of a new website supported by a local digital agency, to enable Compton Verney to define its vision digitally and provide an enhanced customer/user experience.

### 3) **KEY ACCOUNTABILITIES**

The overall accountability for this role is to successfully manage the implementation and integration of the new CRM system in conjunction with a new website, with minimal disruption to the day to day business activities. The overall goal is to ensure the CRM software will enable segmentation to better understand customer trends, needs and behaviours to enable optimisation of customer relationships and retention. In addition to this the new website will need to be launched successfully to optimise the role of technology on business sustainability.

To enable this to happen, the key job holder responsibilities will include, but are not limited to:

- Fully understanding Compton Verney's internal and external processes, in conjunction with each departmental requirement from the new CRM system and website.
- Act as an ambassador and champion for the new CRM system and website to all stakeholders within the business.
- Ensure hardware is setup in order to facilitate use of the new systems and continue to provide a positive visitor experience and ease of use for in-house teams.
- Provide updates to internal stakeholders as to progress of both the new CRM system and website implementation.
- Work collaboratively with all stakeholders to ensure all aspects of the system and website are understood, including the roll out of training to the business.
- Continually troubleshooting to be able to predict and overcome and resolve any issues efficiently.
- Co-ordination with account managers from the supplier of the CRM system and website and acting as a conduit between them and the business.



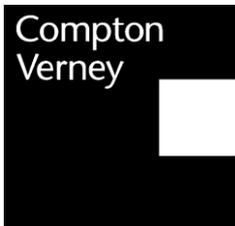
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- Successfully integrate the new CRM system and website with other existing Compton Verney systems, such as Finance.
- Ensure timescales are managed.
- Undertaking other duties which may be reasonably requested by the business which are compatible with the overall scope and authority of the role.

#### 4) **POLICIES AND PROCEDURES**

- Adhere to the Health, Safety and Welfare policy and procedures and ensure you take reasonable care for your own and others health and safety complying with any instructions, policies and procedures, training and instruction given by Managers, Compton Verney or the Health and Safety controller of the workplace. Report any accidents/incidents and or health and safety concerns as detailed in the Health, Safety and Welfare policy and procedures.
- Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and wellbeing of children and vulnerable adults. Familiarisation with, and adherence to, the Safeguarding Policy and any associated guidance is an essential requirement of all employees as is participation in related mandatory/statutory training.
- Ensure compliance with GDPR.



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### JOB HOLDER SPECIFICATION

**Essential**    **Desirable**

#### Qualifications and Attainments

- Minimum 5 GCSE grades A-C including Maths and English \*
- Higher Level Qualification in a relevant subject \*

#### Work Experience

- Thorough knowledge of computer software and hardware \*
- 3 years' experience in a similar role \*
- Experience of implementation and integration of CRM systems \*
- Experience of implementation and integration of a new website \*
- Experience of installing software and hardware to pre-defined requirements \*
- Knowledge of networks and computer systems and troubleshooting techniques \*
- Experience of delivering good customer service \*
- Knowledge of security software and systems \*
- Knowledge of data protection regulations and implication \*
- Previous experience of working in a charity \*
- Experience of working with a variety of stakeholders at different levels \*

#### Skills

- Excellent customer service and interpersonal skills \*
- High level of literacy and numeracy \*
- Excellent problem solving and IT support skills \*
- Ability to manage own time \*
- Excellent organisational skills with the ability to work to tight deadlines \*
- The ability to deal with competing demands and priorities \*
- Excellent communications skills, with the ability to liaise confidently and productively with internal and external stakeholders \*
- A positive 'can do' attitude \*
- To be self-motivated \*
- Committed to high standards with a good eye for detail \*
- To have a flexible approach to work \*
- Be approachable \*
- Work well under pressure \*
- Calm and composed \*

# Additional information

## IT Technician

### **WORKING HOURS**

This is a fixed term contract, working full time. The normal hours of work will be Monday to Friday 9-5:30, however, due to the nature of the role, there may be times when you will be required at evenings or weekends, so flexibility is key.

### **EQUALITY**

Compton Verney believes in the employment and advancement of people solely on their ability to do the job required. When recruiting people, we will therefore disregard their gender, marital status, age, race, colour, nationality, ethnic origin, religion and sexual orientation. There will be no unfair discrimination on the basis of disability. If you would like to discuss submitting your application in a different format please contact us telephone: 01926 645553 email: [hayley.matiya@comptonverney.org.uk](mailto:hayley.matiya@comptonverney.org.uk)

### **PENSION**

Compton Verney will be offering an auto enrolment compliant scheme with Aegon. Details will be available to the successful candidate.

### **PROBATION**

All appointments are subject to satisfactory employment and character references. There is a probationary period of 3 months for this post.

### **DATA PROTECTION ACT**

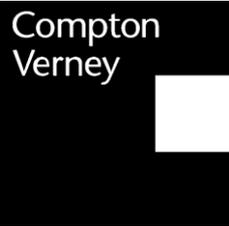
Information provided by you as part of your application will be used in the recruitment process. Any data about you will be held securely with access restricted to those involved in dealing with your application in the recruitment process.

Once this process is completed the data relating to unsuccessful applicants will be stored for a maximum of 6 months and then destroyed. If you are the successful candidate, your application form will be retained and form the basis of your personnel record.

Information provided by you on the Equal Opportunities Monitoring Form will be used to monitor Compton Verney's equal opportunities policy and practices. By signing and submitting your completed application form you are giving your consent to your data being stored and processed (if you submit your application by e-mail and the application form is un-signed we will assume that consent by you is given) for the purpose of the recruitment process, equal opportunities monitoring and your personnel record if you are the successful candidate.

### **APPLICATION**

To apply please use the application form on the website and send along with a covering letter outlining how your experience matches the requirements on the job description by 31<sup>st</sup> January 2021 to [Hayley.matiya@comptonverney.org.uk](mailto:Hayley.matiya@comptonverney.org.uk)



# Additional information IT Technician