

## **Role profile**

<b>Job title:</b>	IT Project Manager – Infrastructure
<b>Location:</b>	Winchester with travel across Hampshire
<b>Line manager:</b>	Deputy CEO

## **Purpose of role**

To audit and review Hampshire Cultural Trust’s IT infrastructure, developing an IT strategy to ensure a robust and flexible infrastructure for the long term and to support and keep pace with our existing digital transformation programme.

To project manage and implement the agreed strategy including, but not limited to, managing the relationship with HCT’s third party IT supplier, leading the organisation through the tendering process to ensure a secure, effective and good value IT infrastructure and support service.

## **Main Responsibilities**

1. Develop a long term IT strategy and road map to ensure a robust and flexible infrastructure.
2. Prioritise short, medium and long-term IT requirements with support and recommendations for change implementations.
3. Review HCT’s current infrastructure with an audit of current hardware, telephony and technology provision, providing a technical business and cost analysis of our current IT position.
4. Review HCT’s current third-party support contract and establish ongoing support requirements.
5. Manage the tender process for the engagement of a third-party IT support supplier/partner as necessary.
6. Manage the existing relationship with HCT’s incumbent IT support provider. Assess and mitigate the risks involved for any IT migration processes and drive improvements whilst ensuring compliance including GDPR and PCI.
7. Ensure HCT is protected with a secure, backup and disaster recovery solution and is protected from hardware failure, and cybercrime.
8. Work closely with the Digital Transformation Manager to ensure that our IT infrastructure supports our digital transformation programme.
9. Build and maintain effective relationships with internal and external stakeholder management, to ensure successful delivery of IT support service across all venues and operations.
10. Update the trust with developments of industry best practice.

### **Other duties**

- Work closely with the Deputy CEO to develop clear budget forecasts.
- Undertake any other duties or projects commensurate with the nature of this post as required by the organisation.
- Be willing to undertake duties outside normal working hours.
- Travel to HCT venues using own vehicle.

### **Corporate and statutory initiatives - equalities/health and safety/environmental sustainability**

- Maintain an awareness of and comply with Hampshire Cultural Trust policies and apply them to the day-to-day operation to ensure its legal and statutory obligations are met
- Comply with health and safety, equalities and environmental sustainability guidance and working practices
- Undertake appropriate training and development

### **Key competencies of role**

- Working with people
- Presenting and communicating information
- Applying expertise and technology
- Analysing
- Planning and organising
- Delivering results and meeting customer expectations

### **Person Specification (competence requirement)**

#### **1. Essential qualifications**

- Degree or qualification in Information Technology, Information Systems, or a related field, or equivalent experience.
- PMP or equivalent project management qualification.
- Demonstrable experience working in IT operations and/or management.
- Full driving licence (business insurance is required).

#### **2. Essential knowledge/skill/experience**

- Experienced IT professional with demonstrable project management experience.
- Significant knowledge of IT infrastructure within a Microsoft ecosystem and best practice operations.
- Experience in cloud migrations including Microsoft, G Suite, Dropbox or equivalent.
- Highly effective management skills including financial management, change management and facilitation.
- Experience of working collaboratively and managing external parties, including IT service providers.
- Excellent stakeholder management skills with experience of successfully engaging management and groups of technical and non-technical stakeholders.
- Conversant with GDPR and PCI requirements



- Strong attention to detail, the ability to meet deadlines, excellent organisational and time management and communication skills.
- Ability to act on own initiative and effectively under own direction, as well as productively within a team in a multisite organisation.