



## **JOB DESCRIPTION**

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Job Title: Business Systems Manager  
Responsible to: Head of Data & Business Technology  
Department: Data & Business Technology

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### **About the Roundhouse:**

The Roundhouse is a hub of inspiration where artists and emerging talent create extraordinary work and where young people can grow creatively as individuals. We do this because we believe creativity gives us freedom, hope and has the power to transform. Alongside this we are one of the most incredible live performance spaces in the world where the biggest names in music, theatre, circus and spoken word take to the stage every day.

### **Main Purpose of the Role:**

To engage and support the whole organisation by administering and developing a range of database systems. To champion best practice around data management and drive efficient ways of working.

## **MAIN RESPONSIBILITIES**

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### **Database Management**

- To act as System Administrator for the main organisation-wide database and CRM systems (including Tessitura and Artifax, both of which run on Microsoft SQL platforms);
- To ensure that these primary database systems are maintained and managed such as to ensure continuity and reliability of for the benefit of the entire organization and sales services including the web channel.
- To assist with system customisations and development as required, ensuring that all modifications and changes are thoroughly documented, tested (including web testing) and proven before being pushed to live.
- To lead decision-making processes around new software releases, system patches and other initiatives, keeping abreast of development roadmaps for the existing systems and identifying and advising on new technology opportunities. This will involve effective liaison with External IT support.
- To act as front line trouble shooter for database system issues
- To maintain, develop and create/commission reports and manage reporting tools in order to give users appropriate on-demand / self-service access to data (e.g. through web portals, intranet, web reports and analysis tools). This will include overseeing appropriate training alongside other members of the DBT team.



### **Organisation Support & Training**

- In conjunctions with the Insight & Data manager take responsibility for the co-ordination of the key system stakeholders and super users across the organisation ensuring their business requirements are understood and met in any new procedures that are adopted.
- To work with the key user of the systems across the organisation to develop new systems and processes to maximize efficiency.
- To contribute to the creation and maintenance of user documentation and the delivery of user training.
- To provide high-level technical support to system super users ensuring continuity of service and digital development.

### **Data Governance**

- Work closely with the Insight and Data manager to develop and maintain a Roundhouse "Data Map"
- Working with the Insight and data manager, review current data set up including auditing of existing information.
- To contribute to the development and enforcement of policies and procedures concerning the use and governance of data and database systems, ensuring that all users of data throughout the organisation understand their roles and responsibilities in the management of data with specific regard to GDPR and the Fundraising Regulators

### **General**

- Contribute to the development and implementation of the organisations Data, IT and Digital Strategies.
- Work closely with the Insight and Data manager to ensure provision of high quality business information.
- Liaise with external IT provider as required.

### **PERSON SPECIFICATION**

#### **Essential skills and experience:**

- Ability to understand organisational needs and translate to technical solutions
- Ability to communicate effectively to varying levels of technical knowledge
- Experience of managing CRM systems, data structures and reporting
- Experience of Microsoft SQL database administration
- Experience of working in a client-facing, operational role
- Flexibility to adapt to changing priorities and deadlines

#### **Desirable skills and experience:**

- Knowledge of Tessitura or other Ticketing application
- SQL Server administration or SSRS report writing qualification
- Experience of working in a mixed economy commercial / arts organisation

### **CONDITIONS**

Contract	Permanent
Hours	40 hours per week
Annual Leave	The annual leave period runs from April to March and you will be entitled to 25 days holiday (pro rata) per year plus bank holidays
Notice Period	2 months