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| POSITION: | Senior IT Administrator – Maternity Cover, 12-month FTC |
| REPORTS TO: | Chief Information Officer |
| LOCATION: | Woking Office (with travel to other offices) |
| HOURS: | Full time, 40 hours per week |
| SALARY: | £28-32k |

Trafalgar Entertainment is a live entertainment business and home to Trafalgar Theatre, Trafalgar Theatre Productions, Trafalgar Releasing, Trafalgar Education, which includes Stagecoach Performing Arts and Helen O’Grady, London Theatre Direct, Jonathan Church Theatre Productions, Trafalgar Venues, Trafalgar Cinemas (including Chiswick Cinema), Theatre Royal, Sydney and Trafalgar Tickets.

Job Purpose:

To provide efficient and reliable administrative support and co-ordination of IT services to departments and companies within the Trafalgar Group, giving high levels of customer service to both internal and external customers.

Key Responsibilities & Accountabilities:

- Creating and implementing processes and workflows to improve running of IT dept.
- Working interdepartmentally with HR and other group teams to build out the SharePoint Intranet to be a more valuable resource.
- Creating an IT onboarding process for all companies.
- Leveraging more value from our use of Teams.
- Migrating more departments onto Teams.

Shared responsibilities with IT Coordinator:

- Manage staff IT requests raised internally via the Group IT Mailbox.
- Co-ordinate IT supplier site visits and attend site visits if required.
- Co-ordinate visits by IT support teams and organize schedule of on-site support with IT helpdesk.
- Liaise with CIO regarding general administrative duties including raising purchase orders and invoicing.
- Working with IT Helpdesk to ensure support SLAs are being met.
- Assist with all new starters and leavers across the group via the process implemented.
- Creating content (guides/videos) for Intranet to improve IT self-help for staff.
- Complete any ad-hoc tasks as required.

Experience & skills required:

- Excellent written and verbal communication skills.
- Good planning and exceptional organisational skills with attention to detail.
- Customer focused.

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- Confident, professional, courteous manner.
- Efficient with an abundance of common sense.
- Must be proficient with using Microsoft Office (including Teams), and the Google G-Suite.
- Able to work on own initiative but also within a team.
- Proven office administration experience.
- A good knowledge of general IT equipment setup.
- Willingness to travel to other offices and venues.

This role is offered on a 12-month fixed term basis.

To submit your application, please submit a CV and cover letter to recruitment@trafalgarentertainment.com with the subject line 'Senior IT Coordinator – maternity cover'.

Trafalgar Entertainment is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.