



Role Profile

Job Title: Head of IT	
Managed by: CEO of Rothschild Foundation	
Department(s) IT	Location: Waddesdon

Outline of Scope

The Head of IT is a senior position within the Rothschild Foundation, reporting directly to the Chief Executive. The IT department has responsibility for a number of business entities based at Waddesdon, including Waddesdon Manor (NT site), the RF, trading companies RWL and WEL, the wine company WWL, Waddesdon Estate and Lord Rothschild's 'family' office JRSL.

Waddesdon Manor is a historic house open to the public located 5 miles north-west of Aylesbury. Created by Baron Ferdinand de Rothschild from 1874, it is home to the Rothschild Collection and was bequeathed to the National Trust in 1957. Today it is managed by a Rothschild charitable trust, The Rothschild Foundation. Prior to COVID, it welcomed 470,000 visitors a year to the property and we hope to return to this level as the country reopens. Waddesdon has over 163 permanent staff members and 75 seasonal staff, working alongside 330 volunteers. It has one of the finest Victorian gardens in Britain, famous for its ornamental bedding, shrub planting and specimen trees, and working Aviary. Commercial enterprise, WEL, includes re-launched Dairy and The Five Arrows Hotel, while the RF owned Windmill Hill Archive Centre and Flint House are also occasional venues for conferences and entertaining.

The wider Waddesdon Estate is an historic estate of approximately 5,500 acres. The operations on the Estate include residential, farming, energy, forestry, commercial operations and capital projects which involves 29 staff members over eight departments.

J Rothschild Services Limited (JRSL) is responsible for the management and administration of a wide range of companies, charities, trusts (on-shore and off-shore), partnerships and personal interests connected to Lord Rothschild and his family. 17 staff members are responsible for investment and treasury management; accounts management and preparation; compliance and legal review; tax planning; art/chattels collection management; general administration.



Outline of Role

You will lead the development of technology and data strategy in support of each business entities strategic objectives, ensuring they are supported by effective resourcing, policies and processes.

Managing a small team your role will be to assist with overall business technology planning, providing current knowledge of business need and future vision of how technology and systems can support their strategy. You will also ensure that the in-house team are at all times providing professional and effective support for all stakeholders, and managing relationships well.

You will manage the relationship with our third party support company, Tek-Nology Solutions, as well as work with other departments to determine their business requirements for technology now and in the future and collaborate with the Senior Management Team to agree priority for resource investment. A key part of this will be to develop the IT department and drive performance management; working closely with the Financial Controller and CEO to ensure effective resourcing of technology services and projects, utilising both in house and outsourced capacity. You will have a track record of building high-quality working relationships and providing a blend of support, development and performance management that enables individuals to work at their best.

Requiring the ability to work at pace and juggle the demands of different stakeholders effectively, the role will involve ongoing change management and the strong ownership of the relationships and effectiveness of the IT department across Waddesdon. Hands on technical skills, fantastic people skills and an efficient solution oriented drive are key to making a success of this rewarding position.

Strategy

- Responsibility for the development and deployment of the IT strategy at Waddesdon
- Keep pace with the changing needs of the organisation and ensure that the systems and software are both fit for purpose and compliant
- Ensure that all proposals are fully discussed and documented at the IT Steering group and regular departmental meetings with other Heads of Department
- Overall management of technical documentation and reference materials, ensuring their validity, accuracy and accessibility
- Liaise with IT and information professionals on issues of best practice, exchange of ideas and collaborative work to ensure that Waddesdon's approach remains up-to-date.
- Ensure compliance with regular legislation and regulation, including GDPR and credit card transaction data



Budget

- Work strategically to improve the IT provision at Waddesdon within budgetary constraints of a charitable Foundation
- Manage the continual improvement of IT software and hardware on a system of rolling upgrades and replacement
- Negotiate and manage third party vendors and service providers to ensure efficient and cost-effective management of contracts and purchasing

Relationship Management

- Work closely with the Financial Controller on department budgeting and future infrastructure planning and risk management
- Work closely with the CEO Waddesdon Core Business and the CEO of WEL to ensure that all operational requirements of the visitor and client experience are planned adequately for
- Build successful relationships with Head of Marketing & Communications on all issues relating to website hosting and digital content development for onsite and online visitors
- Build successful relationships with Head of Visitor Operations on management of all visitor front-facing platforms
- Build strong relationship with the Head of Gardens and Senior Collections Manager to support the development of collections and gardens digital information management through the Vernon database and other databases as required
- Build successful relationships with the Head of Security on all systems and areas of crossover and collaboration
- Build successful relationships with the Estate Manager and willingness to explore areas of collaboration and shared development/investment
- Build successful relationships with the Head of JRSL, ensure service provision for the family is maintained at an priority level
- Management of risks and issues for the IT department, track and report on deliverables, advise of corrective measures.
- Build successful relationship with the Head of Archives & Records regarding implementation and maintenance of SharePoint as the EDMS and intranet for Waddesdon
- Active management of relationships with all third party contracts
- Management of the quarterly IT Steering group
- Excellent close working relationship with National Trust IT Business Partners, gain a full understanding of system differences and capabilities and work closely to ensure we are as aligned as practically possible



Systems & Software

- Create a framework for managing concurrent projects efficiently and effectively, ensuring excellent communication with the wider organisation at all times
- Ownership, development, contract and relationship management of systems including
 - Ticketing – SeeTickets, Gamma Leisure POS (including ThanQ and Task Centre) or other ticketing system(s) - Ensure robust processes and systems are in place for the ticketing, reservations and all on site payment systems
 - Catering - Guestline (including Reslynx)
 - Facilities Management - Pirana
 - Accounts – Sage and Paperless
 - Retail – KCPoS, online shop integration with Sage
 - Intranet and Records Management - SharePoint
 - Estate Management - Landmark Keyprime
 - Archive - Preservica
 - Collection – Vernon
 - Technical web hosting – AWS, Heroku, Substrakt or other hosting platform
 - Security network – support and maintain the existing network and progress upgrades and new areas with Head of Security as required
 - Other systems as required or as named systems above are replaced
- Communicate to all staff any critical issues or changes in systems in advance (where possible)
- Ensure system upgrades and other regular maintenance tasks are carried out as required by the IT department
- Diagnosis and resolution of system issues, ensure that testing for key upgrades and enhancements are planned annually in advance and delivered
- Oversee the management of the telephone and printer systems and make recommendations for contract review as appropriate

Line Management

Line management of the IT department – three members of staff

Management duties including;

- Review and approval of staff rotas
- Regular 1:1s
- Annual and interim performance reviews
- Absence and annual leave management
- Responsibility for training and development for the department
- Responsibility for the compliance of the department



Data Compliance

- Responsible for IC (particularly Data Protection & PCI-DSS), including annual registration.
- Develop, implement and monitor compliance with policies to ensure a best practice and corporate approach to systems and information management.

Knowledge, Skills and Experience

- A confident leader and great people manager, with enthusiasm for cultivating excellent relationships across a complex organisation, with excellent time management and prioritization skills
- Strong analytical abilities and a creative and sensitive approach to problem solving and delivering change
- Excellent communication skills, ability to present at senior level as required
- Sound working knowledge of IT systems and process e.g Active Directory, Exchange, Hyper-V, SQL, DNS and DHCP
- Experience of working in a remote desktop environment, Citrix, would be advantageous
- Experience of implementing system configuration changes, data control and data repair, would be advantageous
- Knowledge of GDPR legislation and principles of data confidentiality and security
- Experience of working with a ticketed visitor attraction would be advantageous
- Experience of management reporting, business intelligence and visitor profiling would be advantageous
- Knowledge of SharePoint would be advantageous
- Driving license essential (as post holder may be required to work at other sites and visit the London office)

Terms & Conditions

Contract Type	Full-time, permanent role
Salary	£45,000
Hours:	37.5 hours per week, Monday to Friday. There may be a requirement to work some weekends and public holidays by prior arrangement, with time off in lieu
Annual Leave:	From start date, 33 days (including public holiday) After three full years of service: 35 days (including public holidays) After five full years of service: 37 days (including public holidays) After ten full years of services: 38 days (including public holidays)
Benefits:	20 % staff discounts in our on-site Restaurant and Shops. Matched company pension scheme up to 10% of salary. Beautiful location working within the charity and heritage sector. Free parking.



WADDESDON