PRODUCTION & TECHNICAL SERVICES MANAGER

Responsible for a safe, secure, efficient, enabling, innovative approach to ICT, lighting and audio/visual support as befits an ambitious cultural organisation with multiple areas of business and customers. This is a hands on role that will include practical technical work as well as leadership.

SOME OF THE MAIN THINGS YOU’LL BE DOING:

- Plan the technical delivery of the Dartington Arts programme, including the Dartington International Summer School & Festival, the Dartington Live residency and performance programme, and strategic partner events.
- Act as the technical advisor for the Dartington Hall Trust, leading on all planning and delivery for events across the estate.
- Lead and direct the ICT team to deliver customer focused multi-platform IT solutions for the Trust.
- Ensure that the Trust’s systems are up to date, compliant and secure.
- Deal with day to day leadership issues such as staff scheduling, equipment maintenance and renewal, consumables stock, technical budgets, training and health & safety.
- Ensure that staff rotas are developed and implemented to provide appropriate OOH cover and cover for absence.
- Act as the direct point of contact for companies and internal staff seeking information and advice.
- Oversee the Trust’s voice and telephone systems.
- Line manage the Production Technicians, ICT Systems Technicians and also freelancers (including crew); assess and ensure the competence of external technical staff.
- Manage budgets for Production and ICT ensuring that best value is achieved at all times.
- Work with Directorate and external advisers to develop IT and Production strategy.
- This list can never be exhaustive but covers most of the work you’ll be doing. What it can’t replace is talent, initiative and a commitment to great customer service.

ROLE DETAILS:

- DEPARTMENT: Ecology
- REPORTING TO: Director of Ecology

WHAT YOU WILL BRING:

- Proven working experience as an IT professional or relevant experience which has led to knowledge of technical management, information analysis and of computer hardware/software systems.
- Experience of leading in a technical environment and the ability to recruit, train, appraise and inspire a team of hardworking professionals.
- Industry experience of delivering productions to the highest artistic and technical level and a good knowledge of production and technical practises.
- Expertise in data centre management and data governance.
- Knowledge of computer networks, network administration and network installation.
- Experience of meticulous planning and financial control.
- The capacity to manage the delivery of multiple projects in a collaborative manner with clear communication skills and a rigorous attention to detail.
- Up to date knowledge of appropriate legislation such as GDPR and Health & Safety.
- A willingness to act in line with Dartington’s ethics and values.
- A commitment to act in accordance with both the letter and the spirit of the equalities legislation.
- An ability to remain calm, professional and positive when working under pressure.
- Excellent customer service towards all internal and external customers.