SOUTHBANK CENTRE

Job Description

Post: Director of Information Technology
Department: Information Technology, part of the Chief Operating Officer Division
Reports To: Chief Operating Officer

Southbank Centre

We're the UK's largest centre for the arts, and a charity that is proud to bring millions of people together on London's South Bank. Our mission is to make a difference to the lives of artists, audiences and communities through the variety of our programming and spaces. We look after an 11-acre site, which includes the Royal Festival Hall, the Queen Elizabeth Hall, the Purcell Room, and the Hayward Gallery.

If this role appeals to you, and you want to work with us to make the Southbank Centre the world's most exciting centre for the arts, we would love to hear from you. We know that experience can look different for everyone, and encourage you to share your relevant skills with us whether they are from working within the arts and culture or gained in other sectors.

We present work for everyone and we welcome applications from everyone. By attracting people to work for us from a broad range of backgrounds with diverse attitudes, opinions and beliefs, we can continue to look at the world with fresh eyes and find new ways of doing things.

About the role and the team:
The strategic focus of the IT team is developing from a cloud first approach to a system first approach, prioritising the efficiency, security, and use of our enterprise systems. This approach will develop the team from a reactive support function to an active partner, enabling the SC to thrive and deliver its 3 key strategic pillars:

1. Developing the Southbank Centre estate as a local and global cultural destination.
2. Building an engine of creativity - bringing artists and people together, inventing the future of culture and supporting wellbeing through the arts.
3. Fostering a resilient, diverse and skilled workforce to maintain current and generate new streams of income for the organisation.

The Director of IT role requires a proactive and technically strong individual who will personally drive the execution of all IT initiatives, balancing strategic vision with day-to-day system implementation and management. Optimising enterprise systems and actively developing hands-on data use capability across the organisation, you will evaluate, pilot, and integrate emerging technologies to future-ready the site. You will lead and mentor the 17-person IT team, managing the IT budget and optimising technology investment for maximum operational impact.

This is a role for a proven technologist who is energised by *doing* as well as directing.

Main Responsibilities:

- **IT Leadership:** Developing, planning and leading on implementing the organisation's long term IT strategy to align with business objectives and operational efficiency, prioritising where impact is greatest. Building strong relationships across the organisation, ensuring that IT is at the heart of all technology innovation.
- **Cybersecurity and Risk Management:** Ensuring that best practice cybersecurity is implemented across SC's systems and infrastructure in compliance with industry standards to manage risk.
- **Enterprise Architecture and Systems Optimisation:** Taking overall responsibility for all aspects of the development and provision of Southbank Centre's IT services, platforms and infrastructure ensuring scalability, interoperability and optimisation.
- **Innovation and Emerging Technologies:** Evaluating and integrating innovation in technology to future ready IT infrastructure. Monitor trends and continually review and implement improvements to ensure business needs are met.
- **Data Use and Governance:** Leading the evolution of data access and usage across the organisation, while also supporting compliance with relevant regulations including the General Data Protection Regulations.
- **Staff and budget management:** Leading, engaging and developing a team of IT professionals, fostering a culture of innovation and continuous improvement. Manage operational and capital budgets ensuring value for money is obtained.
- **Other:** Any other duties as reasonably requested by the role's line manager.

Key Skills that would help you in this role:

- Enterprise Architecture Design: Ability to design, document and manage the complete technology landscape (cloud, on-prem, networking, security).
- Data and Analytics Implementation: Experience in building and optimising data pipelines, managing data warehouses, and using tools to develop BI dashboards and reports.
- Cybersecurity Implementation: Practical knowledge of modern cybersecurity frameworks including firewalls, identity access, vulnerability assessment and zero-trust models.
- Cloud Platform Fluency: Hands-on experience with at least one major cloud platform, including setting up governance, cost optimisation, and deploying services.
- System Optimisation & Troubleshooting: Ability to diagnose and resolve complex, high-priority system and network issues.
- Team Mentorship and Coaching: The ability to develop the technical and wider general skills of the team members through direct guidance, rather than just delegation. Able to be 'hands-on' from time to time.
- Communication & Collaboration: Experience of translating technical concepts for non-technical stakeholders and building strong internal relationships.

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- Business Acumen: Understanding the arts centre's operations, funding streams, and how to make sound financial IT decisions.

At the Southbank Centre we believe in:

Creating welcoming spaces

- Because upholding respect, safety and belonging is at the heart of vibrant teams and communities.
- This means us all taking responsibility for shaping and protecting a kind, compassionate and inclusive environment for others.

Making wonderful experiences together

- Because we all contribute to amazing artistic moments at the Southbank Centre.
- This means us all understanding and valuing the different parts we play in creating enjoyment and success.

Sparking new thinking

- Because different views and thought-provoking conversations inspire innovation, learning and growth.
- This means everyone having a desire to learn and being open to evaluating how they think and work.

Working arrangements

Please note this is a hybrid working role, working at least three days a week, in accordance with our standard policy for office based staff, in an open plan office space shared with other members of the IT Team.

Benefits & Perks:

As well as working at one of London's most popular and exciting cultural sites, the successful candidate will also benefit from the following:

- A min 5% employer's pension contribution (rising to 9% depending on your employee contribution), from day 1 of employment
- 28 days annual leave, plus bank holidays (pro-rata for part time employees) with opportunity to buy or sell some leave each year
- Enhanced sick pay
- Enhanced paid family leave benefits
- Up to 30% discounts at onsite retail, food and beverage vendors
- Staff ticket offers for Southbank Centre events
- Free entry to Hayward Gallery
- Free/discounted entry with other reciprocal arts and cultural organisations
- Free staff yoga
- Free access to psychological support from a confidential specialist Employee Assistance Programme available 24/7
- Season ticket loan
- Cycle to work scheme