

## **HEAD OF DATA & SYSTEMS**

[Creative UK](#) is the independent network for the UK Creative Industries, and we know that connection changes everything. Our overarching mission is to leverage the economic, social and cultural value of the UK's creative economy. We are committed to building a team that represents a variety of backgrounds, perspectives, and skills.

Our Head of Data & Systems will join a small fast paced team, with the ideal candidate having a background in SME's working technically hands on and a strong understanding of data management.

The core purpose for this role in its first year is to lead on systems training, consulting, reviewing, identifying and implementing solutions to help future proof the organisation. You will be our in-house expert supporting a workforce of (approx.) 60 and therefore have an understanding of systems, terminology, and use at SME level. We are looking for someone who can ensure future proofing and effective workflows.

You will be responsible for managing and overseeing our systems day to day. Our ideal candidate will have experience working with Office365 and Hubspot (including Stripe or similar payment system), an understanding of Wordpress and Ubuntu.

Working closely with our 3<sup>rd</sup> party IT support service you will be responsible for light touch systems troubleshooting and finding the most efficient ways of using the systems available more effectively. We are looking for a tech head who thrives being close to the action delivering support day to day whilst leading on an improvement strategy.

Our Head of Data & Systems will have strong project management skills and technical ability. You will have demonstrable experience leading effective data governance practices and rolling out new systems and processes. This is a unique opportunity for an IT professional to build and lead a visionary IT function that fosters a culture of continuous integration and improvement.

**LOCATION:** UK-Wide, hybrid working available with offices in MediaCityUK, Bristol and Central London.

**SALARY:** FTE £45,000

**CONTRACT:** Initial 1-year initial fixed term full time OR min 3 days per week, scope to become permanent. Flexible hours.

**TO APPLY:** Email your CV, cover letter *and/or 1-2-minute video link\** to [jobs@wearecreative.uk](mailto:jobs@wearecreative.uk) by **5<sup>th</sup> June 2023 midday**. Please complete our anonymous diversity and inclusion [survey](#). Interviews will take place by video conference w/c 12<sup>th</sup> June 2023, short notice period/ immediate appointment preferred.

*\* Video link optional. Creative UK is an inclusive recruiter and happy to make adjustments to our selection process by request*

### **CORE ACCOUNTABILITIES**

- ✓ Lead internal training primarily across Hubspot and Office365
- ✓ Day to day systems queries, working closely with 3<sup>rd</sup> party IT support
- ✓ Lead data management, sharing, processing and solutions to data-related problems
- ✓ Manage processes that are conducive to increasing productivity, building and leading a visionary IT function that fosters a culture of continuous integration and improvement.
- ✓ Lead an internal systems and data review, consultation and recommendations
- ✓ Deliver a successful systems consolidation process, acting as the lead project manager

## KEY RESPONSIBILITIES

### DATA

- Improve policies and procedures for data management, sharing and processing
- Determine methods for quality data collection, always ensuring adequacy, accuracy and legitimacy of data
- Extract reports and data when needed
- Monitor and analyse information and data systems, ensuring ongoing evaluation of systems
- Troubleshoot and lead on solutions to data-related problems
- Ensure our data, staff and systems are secure and we comply with our data protection obligations
- Take ownership of data quality audits and subsequent data cleansing processes, with due consideration of different business area's data needs
- Work closely with the Marketing team to understand website architecture and ensuring systems are linked and effective at the back end - providing insights and KPI from website data available

### SYSTEMS

- Ensure our systems and tech are fit for purpose
- Be our systems training lead, providing adequate resources and coaching to the team on new technologies, processes and systems; primarily Hubspot and Office365
- Support and develop existing HubSpot CRM database and Ubuntu CRM database (working with a third party developer); ensuring that we optimise our systems by liaising with all teams that utilise the software
- Work across all business areas to centralise systems, taking ownership, managing and maintaining them effectively
- Develop a strategic long-term systems masterplan with a clearly defined project plan, considering dependencies, timelines, and the appropriate level of ongoing cross-team collaboration to ensure all projects go smoothly and to plan
- Ensure systems are strategic, utilising subscriptions and negotiating costs
- Design and implement new processes that are conducive to increasing productivity and bringing different business areas closer together
- Develop and update systems processes and procedures where required
- Drive best practice, promote new thinking and create effective solutions & processes
- Keep up-to-date with the most recent technologies, advising on what/how new innovations, technology & solutions could mean for the organisation
- Work with the wider team to ensure our digital offerings to stakeholders are appropriate, secure and connected

*This job description is not intended to be either prescriptive or exhaustive; it is issued as a framework to outline the main areas of responsibility at the time of writing*

### **Required Experience, Knowledge and Skills:**

- Experience of leading a data and systems function in a similar sized organization
- TECHNICAL & TRAINING skills: HubSpot, Office365 (Ubuntu desirable)
- PROJECT MANAGEMENT: knowledge of tools and managing projects from start to end, designing and implementing processes, network design, management of third parties
- DATA MANAGEMENT experience with data functions (collection, analysis, distribution etc.)
- GDPR: Strong knowledge of data security & GDPR
- PROCESS & POLICY: efficiency awareness and experience of Systems policy and process maintenance

- Ability to identify opportunities, lead and drive change in technologies

### The candidate

- **Excellent interpersonal skills** with ability to work collaboratively and communicate at all levels
- **Proactive**, a highly motivated self-starter
- **Skilled problem solver** – finding the way to get things done and always looking for ways to improve
- **Positive, hard-working and enthusiastic** – outgoing, confident and keen to contribute to a productive team environment at a very fast and demanding pace
- **Knowledgeable** – good up to date knowledge and passion for tech and systems

All our employees will be expected to demonstrate behaviours associated with our company values. Our values drive the way we work; **how** we do things is just as important as **what** we do.

- We join the dots; collaboration is in our DNA
- We support and empower; we are here to make a difference
- We are curious, open & honest
- We celebrate difference & value equality of opportunity

### OUR PEOPLE PERKS

- Fully flexible hybrid working
- Pension enrolment from 3 months service, 5% employer contribution
- Cycle 2 Work scheme, in partnership with Halfords
- Benefits hub, discounts across a broad range of partners
- Life Assurance & BUPA private medical (1 years service)
- Employee Assistance Programme, Health Assured
- Mental Health Guardians
- Summer Fridays, finish at 3pm every Friday throughout July & August
- Your birthday off as paid leave, extra days off over the annual festive period
- 2 paid volunteer days per year to give something back to the community

*Diversity Changes Everything: We value difference and celebrate the creativity that it brings.*

*We are committed to improving diversity and inclusion across our organisation and industry by championing a variety of backgrounds, perspectives, identities and talents.*