**Job Description**

**Post:** Application Support Specialist

**Department:** IT

**Reports** **To:**  IT Applications Lead

**Closing Date:**

**Salary Range: £27 to £31K**

**Southbank Centre**

We are Europe’s largest arts centre and the UK’s fifth most visited attraction, occupying an 11-acre site that sits in the midst of London’s most vibrant cultural quarter on the South Bank of the Thames.  Our focus, as a charity, is to remain innovative, bold and experimental in what we do and to be highly relevant to the artists we want to work with and to the audiences we want to attract as well as to our current and future employees. We remain committed to creating a place where as many people as possible can come together to experience bold, unusual, entertaining and eye-opening work.

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:**

As part of the Digital Systems team and reporting to the CRM Systems Manager, contribute to the successful administration, support, implementation and improvement of Southbank Centre’s business applications. The core focus of the role is to provide specialist application support for our CRM and Ticketing application suite, including, but not limited to, Tessitura CRM, TNEW purchase path and Analytics. The role will benefit from exposure to a broad array of business critical systems

**Main Responsibilities:**

1. Provide IT support to Southbank Centre CRM, ticketing and other digital systems and applications under the purview of the IT department
   1. Administer the digital systems helpdesk handling support requests according to SLAs, and work towards continual improvement of team KPIs.
   2. Prioritise and respond to user requests to analyse, investigate and trouble-shoot software and system functionality, integrations, product feature-function and adoption issues
   3. Resolve any technical problems encountered, or select the appropriate channel to escalate
   4. Work with 3rd party suppliers for the required escalation
   5. Assist the wider IT Support Desk Team in responding to support requests when required
   6. Establish and maintain a good rapport with business systems users
2. Work with the Digital Systems team to support the technical delivery of digital systems projects
   1. Take on pieces of work or mini-projects including collecting new business requirements and implementing agreed solutions, testing and co-ordinating user acceptance testing
   2. Apply technical and business knowledge in system configuration
   3. Contribute to the development of continuous improvements to Southbank Centre’s critical business systems and applications
   4. Administer routine system maintenance to preserve system and data integrity and efficiency. Control and ensure best-practice standards are followed for data and systems security
3. Provide training for staff on relevant systems
   1. Training delivered in face-to-face, virtual, recorded or other most appropriate format
   2. Creation and update of training plans as necessary
4. Use reporting tools to support the provision of business information to users; including the use of SQL scripts to select and export data
5. Keep abreast of the latest related industry legislation, innovation and threats
6. Is able to demonstrate an understanding of and commitment to the role that diversity and inclusion play in the activities of the Southbank Centre as a whole and in the work of this particular job
7. Any other duties as reasonably requested by your line manager and or Head of Department.

**Key Skills that would help you in this role:**

* Application support experience, database system knowledge and experience, and working experience of SQL
* Proven problem-solving skills and a pro-active and self-learning mindset
* Knowledge and understanding of the managed application lifecycle
* Ability to create and deliver training classes
* Working knowledge of Marketing and Ticketing processes
* A focus on customers with a willingness to forge productive working relationships across multiple teams
* The ability to translate business needs into technical language and vice versa
* An organised approach, able to operate independently, manage multiple tasks, prioritise according to strategy and business needs and work to deadlines
* An understanding of data management, IT security and ITIL principles and standards

*If you feel that your skills and experience do not fully meet the criteria as listed in the Job Description but that you have other relevant skills and experience that would support you in this role, please do apply and note these in your application.*

**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.

**Benefits & Perks:**

As well as working at one of London's most popular and exciting 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)
* Hybrid working model (3 days office working, 2 days from home)
* Enhanced sick pay
* Enhanced 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 organisations
* Free staff yoga
* Free access to emotional support from a confidential specialist Employee Assistance Programme available 24/7
* Season ticket loan
* Cycle to work scheme

**How to Apply (part of the advert, but to include in draft JD)**

**Closing date & time:**

**2 interview stages:** first round is a 1 hour online call; the second round is a 1 hour in-person meeting