

A wide-angle photograph of the interior of the Wolverhampton Grand Theatre. The auditorium is filled with rows of red upholstered seats, arranged in a semi-circular fashion. The walls are a deep red, and the ceiling is ornate with gold-colored decorations and a large, multi-tiered chandelier hanging from the center. The stage area is visible at the far end, with a red carpet and a small set of stairs leading up to it. The overall atmosphere is grand and elegant.

WOLVERHAMPTON
GRAND
THEATRE

RECRUITMENT PACK

#MAGICOFTHEATRE

FOREWARD FROM THE CHIEF EXECUTIVE AND ARTISTIC DIRECTOR

Wolverhampton Grand Theatre has been at the heart of the local entertainment scene since 1894 and has helped to create a lifetime of memories for many people. By joining our team, you will play your part in contributing to the rich history of one of Wolverhampton's most landmarks.

The Grand Theatre's ambition, vision, and determination to achieve great things are some of the factors which enable us to attract the very best talent to our team. The genuine excitement and belief which permeates through the theatre makes for a very exciting and enjoyable creative environment in which to work.

The beautiful Grade II Listed Victorian auditorium has 1200 seats and attracts almost 300,000 patrons per year as we present a wide range of major West end and National productions. These include; drama, musicals, ballet, dance, opera, variety, children's shows, and of course pantomime, where we attract audiences from across the whole of the Midlands region and beyond. We enjoy a reputation for high-quality performances and impeccable levels of customer service.

The Grand Theatre, affectionately known as 'The Grand', continues to expand and excitingly in recent years has returned to producing. In house productions were an integral part of the theatre's programme from 1894 right through to the late 1970's. Now this great tradition of creating theatre for the people of the Midlands will once again continue well into the future.

THE CULTURE

The grand is a registered charity and is also a very successful and significant entrepreneurial company with an intense desire to constantly grow the business, an inherent sense of urgency, rapid decision making, and an 'open door' management approach.

Employees are passionate about the theatre, united in giving customers a fantastic and magical experience, whether they are attending the theatre to experience a performance, attending one of our many exciting events or participating in our extensive community and educational programmes.

Creating theatre every night involves huge dedication and hard work from a highly skilled multi-disciplinary team of creative professionals and immensely talented support staff.

To describe the culture of The Grand in a few words;

We are a dynamic workforce who are energised and motivated to achieve our goals. We encourage collaboration between departments with a strong emphasis on working together to achieve success.

THE HIGHLIGHTS

This role reports to the **Associate Director – Operations & Safety**, working closely with the **Associate Director - Insights; Site & Maintenance Manager; Facilities & Site Assistant**

The salary for this role is commensurate with experience, the hours are **37.5** per week.

This role is based at the Wolverhampton Grand Theatre, Lichfield Street, Wolverhampton, WV1 1DE.

YOUR NEW ROLE

We are seeking an experienced and proactive **Systems & IT Manager** to help shape our long-term digital strategy whilst ensuring colleagues and stakeholders get the best from their technology and maintaining its security and effectiveness.

JOB PURPOSE

This newly created, office-based role will work closely with the Associate Director – Operations & Safety, to help shape our long-term digital strategy whilst ensuring colleagues get the best from their technology and maintaining its security and effectiveness.

The **Systems & IT Manager** will oversee the lifecycle of all IT systems. The role will primarily provide first and second-line technical support, while supporting system administration, production operations, digital improvement projects and day-to-day service delivery.

The role will manage the relationship with our external IT support providers and lead the seamless integration, optimisation and ongoing management of the organisation's core business systems, ensuring data flows, processes and user experiences are connected across multiple platforms. Work collaboratively with stakeholders to maximise interoperability, minimise duplication, and enable efficient, end-to-end business operations.

PRINCIPLE DUTIES & RESPONSIBILITIES

Technical Support and Troubleshooting

- Provide professional and efficient first- and second-line support, in conjunction with the external managed IT provider, being understanding of the needs of non-IT personnel.
- Take ownership of identified issues, ensuring efficient diagnosing and resolving of problems.
- Escalate third-line issues effectively when required.
- Perform hardware and software installations, upgrades, configuration and troubleshooting.
- Manage and maintain the asset register for all hardware and software licences.
- Ensure secure and reliable Wi-Fi, internet connectivity, and server management across all theatre spaces.
- Look after telephony and ensure continued working telephone system.

PRINCIPLE DUTIES & RESPONSIBILITIES

Systems Administration and Maintenance

- Conduct scheduled maintenance tasks on IT systems and services.
- Support the procurement of IT equipment in line with budgets and transformation goals.
- Produce and maintain documentation covering technical standards, builds and procedures.
- Contribute ideas and feedback to improve systems and workflows as part of the Theatre's ongoing digital evolution.
- Manage SharePoint, ensuring uninterrupted access for those needing access to it at all times on and off site.

User Support and Training

- Support end users in the effective use of computer equipment through training, guidance and practical advice.
- Champion best practice and digital confidence across the Theatre.
- Deliver a proactive, responsive and customer-focused approach to service delivery.
- Manage onboarding and offboarding of system users.

Project Work and Continuous Improvement

- Meet regularly with external account managers for IT systems to review progress and agree forward planning.
- Take ownership of, or contribute to, technology projects and improvement initiatives that enhance systems, processes or user experience.
- Work collaboratively with teams across the organisation to deliver technology upgrades, migrations and process enhancements.
- Support transformation projects by providing hands-on technical input and clear documentation.
- Identify opportunities for automation, simplification and better use of technology to drive continuous improvement.

Artificial Intelligence

- In consultation with the Associate Director – Insights, lead on the delivery of the organisation's AI strategy, identifying and implementing AI solutions that align with business objectives and improve operational efficiency.
- Drive the integration of AI technologies into existing business systems and workflows, ensuring seamless adoption, security and interoperability.
- Establish and maintain AI governance, including policies, ethical standards, data privacy, cybersecurity and regulatory compliance.
- Champion AI capability across the organisation by providing guidance, training and support to promote the responsible and effective use of AI tools.
- Monitor emerging AI technologies and measure outcomes, evaluating new opportunities, managing vendor relationships, and ensuring AI initiatives deliver measurable business value.

Cybersecurity & Compliance

- Maintain and implement cybersecurity protocols, risk assessments, and data protection best practices.
- Ensure compliance with relevant legislation and organisational policies.
- Coordinate regular backups, disaster recovery plans, and testing.
- Conduct cybersecurity risk assessments and ensure compliance with relevant legislation, regulations and standards, including the UK GDPR, Data Protection Act 2018, Privacy Act 2020 (where applicable).

KNOWLEDGE & SKILLS YOU WILL NEED TO SUCCEED

- Strong experience supporting Windows 11 (and macOS) in secure environments
- Demonstrable knowledge of Microsoft tenancy administration and support including: 365; Entra; InTune; and cloud-based services such as SharePoint, Teams, and OneDrive
- Experience in installing, configuring and troubleshooting PC, laptop and Mac hardware and software
- Strong analytical and troubleshooting skills with the ability to identify risks, evaluate solutions and implement continuous improvement.
- Demonstrable experience of delivering IT projects on time and within budget.
- To have the ability to identify risks, evaluate solutions and implement continuous improvements.
- Awareness of cybersecurity and principles
- Experience in managing change and delivering organisational improvements
- Knowledge of physical network infrastructure such as patch panels and firewall switches etc.

EXPERIENCE & SKILLS WE WOULD LIKE YOU TO HAVE

- A sound knowledge of IT infrastructure and cloud management
- Experience of IT in a hospitality environment
- Comprehensive knowledge of mobile device management
- Understanding of EPOS and ticketing technologies
- Demonstrable experience of strong customer service and stakeholder engagement.

PERSONAL QUALITIES WE WOULD LOVE YOU TO HAVE

- Hands-on approach with a strong work ethic and good organisational skills
- High energy and the ability to remain focused on goals while working independently
- Enthusiastic, self-motivated, flexible and proactive approach to workload
- Ability to multitask and prioritise effectively
- Commitment to confidentiality and data protection procedures at all times.
- Strong communication skills and the ability to collaborate effectively.
- Flexibility with working hours is required to meet the demands of the role, including event support where needed.

WHAT YOU WILL GET IN RETURN

- Enhanced employer contribution to your pension if you meet the eligibility criteria. We will match your contributions up to 4%.
- 30 days holiday, increasing to 33 with length of service (including bank holidays)
- We want you to love theatre as much as we do so you can request six free tickets** per year and one free booth** (**subject to availability and exclusions apply), and additional ticket offers throughout the year.)
- A 25% discount from the bar and booths on every visit.
- Staff wellbeing events throughout the year.
- An annual Staff Awards ceremony to celebrate employees who have gone above and beyond as nominated by you.
- A chance to participate in Employee Satisfaction feedback on an annual basis.
- Staff parties twice a year.
- Long service awards.
- Mental Health First Aiders points of contact.
- Employee volunteering opportunities.



EQUALITY, DIVERSITY & INCLUSION

We are committed to equal treatment and opportunities for all our people and believe in building a diverse and inclusive organisation that represents our communities and generates the best outcomes for consumers, customers and stakeholders.

IF YOU THINK THIS GREAT OPPORTUNITY IS FOR YOU, THEN APPLY TODAY!

If you can see yourself in this role, please send a CV and covering letter to Lauren.Seward@grandtheatre.co.uk form by 5:00pm on 19 August 2026.

Interviews are provisionally scheduled to take place on 26th and 27th August 2026.

This vacancy may close earlier than the stated deadline if a suitable number of applications are received.

If you've found our job opportunity interesting but you don't meet all of the requirements, it's still worth applying. We would love to hear from you!



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