

**Job description:** IT systems and infrastructure transition lead (6 month contract)

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**Responsible to:** Estates and facilities manager (EFM)

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**Employees directly supervised:** Volunteers

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**Salary:** £35,000 – £37,000 pa

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## Job summary

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The IT systems and infrastructure transition lead will lead on the implementation of key strands of the recently completed strategic review of IT services at Fulham Palace. The strategy and its outputs are part funded by external grant making organisations.

The role requires a strong IT project delivery background with a proven track record of successful technology integration and transformation projects.

Reporting to the estates and facilities manager (EFM), you will be responsible for developing and executing plans, collaborating with all departments, training staff and volunteers and ensuring the adherence to the new policies and standards which will be developed.

## Core duties

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### Business continuity planning and disaster recovery

- Responsible for carrying out a risk assessment and impact assessment of the current IT landscape by undertaking a hands-on review of all our backup systems, cyber security measures and SLAs with existing cloud data-storage providers. This will include:
  - Planning, set up, roll out, testing and maintenance of the IT business continuity and disaster recovery policy and plans.
  - Developing and maintaining a failure scenario document describing the possible failure scenarios/ events to be included in the planning.
  - Developing effective strategies to respond to IT (and operational) service disruption in the event of a significant incident/ event based on consultation with system and process owners. This will form part of the wider emergency plan document.
  - Scheduling and leading all disaster recovery exercises, assessing whether

- plans are effective and what might need to be changed.
- Developing and maintaining the critical asset list of IT services, applications and their owners (which might be heads of department) in case rapid out-of-hours support is needed.
- Defining, collecting and communicating any relevant KPIs.
- Escalating any risks to the CEO for the organisational risk register.

### **Process development, documentation and implementation**

- Carry out a review of our existing IT usage policy in light of changes in our IT architecture, possible risks and changes in operations, working practices and range of applications being used.
- Update our policies, documenting all changes, to include the best practice procedure in relation to our approach towards bring your own device (BYOD), home working (staff and volunteers), password protection, email and internet use, software updates and other security considerations including asset disposal.
- Review our cyber security policies and practices in relation to Cyber Essentials Accreditation standards.
- Collaborate with all departments to ensure best practice is embedded throughout the whole organisation.

### **Infrastructure mapping and documentation**

- Procure a cable survey and verify/annotate using physical observation and with reference to past documentation to ensure a full understanding of cable runs and start of repair.
- Maintain and update the current IT asset register making suggestions on how to improve it and keep it accurate at all times.

### **Platform migration**

- Work alongside the CEO, EFM and other heads of department to develop a new file structure to store all our electronic data in a way that maximises our operational efficiency and cuts down on data duplication and silo working.
- Carry out of full assessment of the pros and cons of transferring our data from our current document management system, Egnyte, to Microsoft considering aspects such as user interface, technical complexity, cost and business continuity aspects.
- If considered beneficial, develop the project to transfer the data to Microsoft products. Create and execute the detailed project delivery plan which should cover timelines, resource allocation and risk mitigation strategies.
- Manage the implementation of a shared online calendar function for meeting invites and room bookings. This might be Microsoft bookings.
- Oversee the transition, where possible, from Google based accounts to the full adoption of Microsoft products.
- Develop and execute all staff training in person and online.

### **Other**

- To work collaboratively with Fulham Palace Trust's external IT consultant.
- To assist with recruitment of further consultants/freelancers as required.
- To attend, participate or chair meetings as necessary.
- To write reports for the trustees and other boards and committees.
- Deputise for the EFM when required.

- The post holder must take reasonable care for the health and safety of themselves and of others who may be affected by their acts or omissions at work.
- The Palace is an anti-racist museum. The post holder will actively follow FPT's policies including equality and diversity and safeguarding.
- Occasionally situations may arise that require the post-holder to perform other duties or tasks as may be reasonably requested by Fulham Palace Trust.
- The postholder will work 5 days over 7 and must be able and happy to work outside business hours including nights and weekends. Time off in lieu is given for additional hours worked. We will consider flexible/hybrid working while meeting the needs of the business.

## **Person specification: knowledge, skills and experience**

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### **Knowledge**

#### **Essential**

- Qualified by experience or a formal degree in an IT-related field, such as computer science or information technology.
- Working knowledge of the specific IT systems currently in use at the Palace including but not limited to: Microsoft 365, Azure, Egnyte, Dropbox, Google suites and various applications for retail and ticketing.
- Working knowledge of cyber security processes and relevant platforms and security
- Good understanding of Cyber Essentials.
- Working knowledge of project management methodologies.

#### **Desirable**

- Knowledge of how to write risk assessments.
- A project management qualification.

### **Skills**

#### **Essential**

- Strong communication & collaboration with key stakeholders to gather requirements, define scope, manage expectations and build effective working relationships.
- Excellent written and oral communication skills including the ability to articulate technical terms or issues to a non-technical and busy team.
- Ability to manage a successful handover to the team, providing knowledge transfer, documentation, and training as required.
- Ability to reflect and conduct post-project reviews to evaluate success and identify areas for improvement quickly.
- Ability to work on own initiative with limited supervision.
- Resilient, tenacious and solution focussed.
- Commitment to FPT's anti-racist museum status and equal opportunities policies.
- The ability to work harmoniously with colleagues, suppliers and customers of all cultures and backgrounds.
- Commitment to FPT's safeguarding policy.

**Desirable**

- Interest in arts or heritage.

**Experience****Essential**

- Significant and demonstrable experience in a similar role of managing a portfolio of IT Projects through their delivery cycle ensuring adherence to established standards, security protocols, compliance requirements and best practices.
- Demonstrable experience in the management and reporting of project progress, budget and risks identifying and resolving issues.
- Demonstrable experience in the field of data protection, cyber security and compliance.
- Demonstrable experience of implementing Microsoft 365 suite and similar IT tools.

**Desirable**

- Experience in disaster recovery planning and execution.
- Experience of working in IT provision on a historic site.