



LOWRY

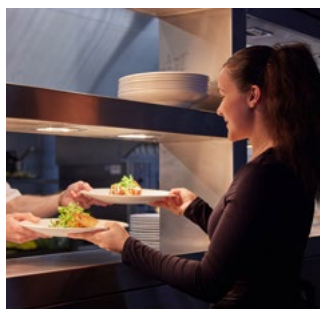
RECRUITMENT PACK

THELOWRY.COM

ABOUT US

Lowry is a registered charity (No: 1053962) committed to using visual and performing arts to enrich the lives of everyone around us – and those of our staff and volunteers too.

Working together as one team, we present audiences with a diverse programme of theatre, opera, musicals, dance, music, comedy and visual art as well as events and activities to expand the horizons of audiences and artists alike.



At the heart of our work is a commitment to our local communities and young people. Tapping into the work on our stages and in our galleries, we offer thousands of free creative participation opportunities each year - nurturing new talent and developing creative professionals of the future.

So if that feels like something you want to be a part of.. read on!





VISION, MISSION AND VALUES

OUR VISION WHY WE'RE HERE

A city where the benefits of creativity are felt by the many not the few.

OUR MISSION HOW WE DO IT

Empower people from all backgrounds to experience culture on their own terms.

OUR VALUES WHAT WE BELIEVE IN

We believe creativity is an undeniable force for good and has the potential to change people and places for the better. That's why our three pillars of People, Place and Potential are at the heart of everything we do.

1. PEOPLE IN IT TOGETHER

We are here for the people of Salford – supporting local communities, nurturing talent and creating a programme as diverse and open minded as our city itself.

2. PLACE MAKE IT COUNT

We are here to put creativity to good use, making a positive impact, socially and economically, on our communities, our city, our region, the UK and beyond.

3. POTENTIAL UNLOCK CREATIVITY

We are here to find ways to share the benefits of art and creativity further and wider, unlocking its potential for more people, in more places, in more ways.



HOW DO WE FUND OUR WORK?

As a not-for-profit organisation, and registered charity, all profit is ploughed back into our work. Whether you've bought a ticket to a performance, given an online donation, eaten in Lowry Bar & Kitchen, bought a gift in our shop, or simply had a drink at the Coffee Shop, you've helped support our charitable aims.

We receive just 6% of our income from public funds – Arts Council England and Salford City Council. The remaining income is generated from box office sales, commercial activities and fundraising. Our development team generates income from Charitable Trusts & Foundations, individual membership schemes (including Friends and Patrons) as well as from companies through our Quay Club Membership and corporate sponsorships.



ATTRACTION AND RECRUITMENT

Lowry is committed to creating an inclusive workforce by reflecting and representing the diversity of Salford and the UK.

We want to attract the broadest range of talented people to be part of Lowry – whether that is to work in our creative or support roles.

We particularly encourage applications from the following two people groups who are currently under-represented in our workforce and in the wider performing and visual arts sector; those people who experience racism and marginalisation, including those from African, Caribbean, North African, LatinX, South Asian, East Asian and South East Asian heritage and their diasporas, those who are disabled, Deaf and neurodivergent or have long-term health conditions.

Candidates who identify as people in one or both of these groups and who demonstrate in their application that they already meet all of the essential criteria in the person specification can opt to be considered as part of Lowry's guaranteed interview scheme. If you are invited to interview we'll ask you about any adjustments you may need, and if you are offered a role with us we will talk to you about any reasonable adjustments required to create a working environment where you will be supported to perform at your best.

To ensure fairness and to enable us to process your application through our shortlisting exercise, we ask that you remove all personal details (such as name, age, location, ethnicity, marital status etc) from your CV and covering letter before uploading. This reduces the risk of any potential bias during our recruitment process and ensures that all shortlisting is based on skills, experience and suitability for a role. Thank you for your understanding.

To find out about any opportunities to work for Lowry please visit our [vacancies page](#).

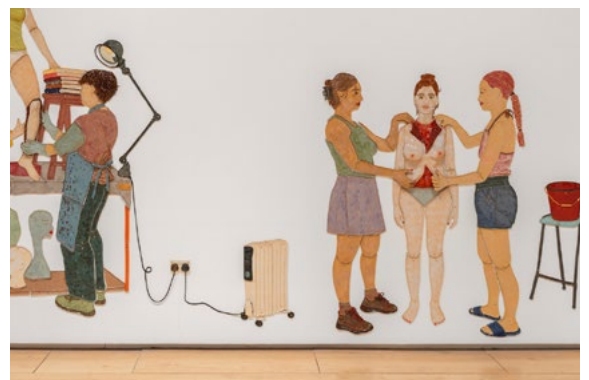
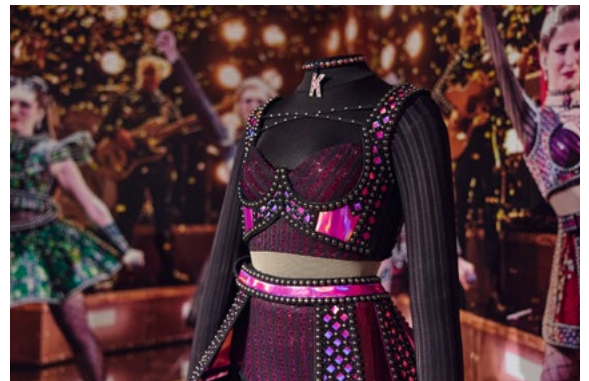
OUR ROLES HAVE A NUMBER OF STAFF BENEFITS INCLUDING:

Complimentary and discounted theatre and live event tickets

Free car parking just a few minutes' walk from the Lowry building

Generous annual leave entitlement and a paid day off for your birthday!

Discounts at Lowry bars, restaurant and gift shop



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JOB DESCRIPTION

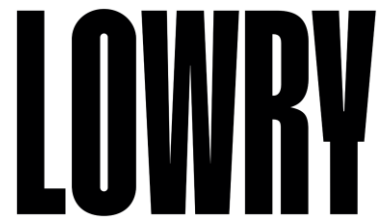
Post Title: IT Systems Specialist
Department: IT
Reports to: Head of IT
Contract Type: Permanent, full-time
Salary £32,000-£35,000

JOB PURPOSE

We're looking for a hands-on systems administrator who is as strong on people and process as they are on tech. Your mission is to standardise how our in-house systems are configured and used, so that the investments we make (e.g., Microsoft 365/SharePoint/Entra, Artifax, core infrastructure and any new platforms) are adopted, sustained, and controlled—not used differently by every team.

You will build and maintain clear operating standards, training and onboarding, and evidence-ready controls across our key platforms. You'll collaborate with colleagues at all levels to map structures, tidy data, lock in best practice and reduce one-offs, while also providing responsive second-line IT support and contributing to infrastructure stability and cyber hygiene.

In addition, this role will contribute to the wider IT function by providing support across general IT services as required, ensuring a flexible and collaborative approach to service delivery.



MAIN DUTIES AND RESPONSIBILITIES

Standards, Controls & Documentation

- Define and maintain “house standards” for M365/SharePoint (sites, libraries, metadata, permissions, lifecycle) and for Artifax (entities, fields, templates, reports, and basic CRM usage).
- Run access and permission reviews (SharePoint/Entra/Artifax) with auditable evidence; maintain configuration baselines and change records for key systems.
- Keep asset inventories, site registers, data dictionaries and network diagrams current; ensure documentation is stored in the right places and easy to find.

Adoption, Enablement & Training

- Deliver onboarding pathways for new users (SharePoint structure, collaboration etiquette, file policies; Artifax “how we do it here”); run refreshers when features change.
- Host “floor-walker” sessions during key changes (e.g., site re-maps, Artifax template rollouts) and produce quick guides, FAQs, and short videos where helpful.
- Act as a bridge between business teams and IT so process changes, governance rules and system capabilities align—and stay aligned.

Core Administration & Operations

- Administer M365/SharePoint/Teams/OneDrive; manage Entra ID/AD accounts, groups and conditional-access baselines with the Head of IT.
- Support Artifax users (permissions, profiles, templates, reports) and coordinate with the vendor for fixes and improvements.
- Contribute to the reliability of our infrastructure (Windows Server, VMware, storage, networking, Wi-Fi, firewalls) and perform routine patching/maintenance with evidence.
- Assist with backup and DR testing; record restores and lessons learned in the agreed format.

Platform Onboarding & Set-Up (when we adopt new systems)

- Co-own the technical onboarding of any new platform (e.g., CRM, ticketing, finance, learning, booking or analytics tools) alongside the relevant business owner.
- Create a standardised implementation pack for each new system covering:
 1. Configuration baseline (environments, roles, permission model, naming conventions).
 2. Data structures & mappings (fields, templates, taxonomy/metadata, file storage).
 3. Controls (access reviews, backup approach, minimal logging/monitoring, change notes).
 4. Operating procedures (joiner/leaver steps, support path, incident & change routes).
 5. Adoption plan (training assets, “how we use X here” guide, clinic schedule).
- Ensure the new platform is used consistently across teams from day one (avoid one-off local variations), and that knowledge is captured in living documentation.
- Track early-life issues, convert them into permanent standards or training fixes, and close the loop with owners and suppliers.
- As part of the IT team you will be included in the out of hours support rota providing a response for any Cyber incidents and IT support issues.

**CRITERIA****ESSENTIAL****DESIRABLE**

SKILLS/ABILITIES	<p>Strong communicator/facilitator—able to coach colleagues, write clear guides, and win adoption.</p> <p>Evidenced controls mindset: permission reviews, change logs, baselines, tidy documentation.</p> <p>Demonstrated ability to liaise effectively with vendors (such as Artifax and M365 partners) as well as staff at all levels within the organisation, ensuring prompt resolution of issues and continuous improvement of systems.</p>	
KNOWLEDGE	<p>Solid understanding of infrastructure fundamentals (Windows Server, VMware, storage, networks, Wi-Fi) and routine patch/backup practices.</p> <p>Possess enough technical knowledge to assist the IT team during periods of absence or leave.</p>	<p>Familiarity with APIs/data flows between operational systems and CRM/reporting tools; comfort collaborating with vendors during implementation.</p>
EXPERIENCE	<p>Practical experience administering M365/SharePoint (site structure, permissions, lifecycle) and Entra ID/AD (JML, groups, conditional access).</p>	<p>Exposure to payment/invoicing flows in booking systems and to processes in Programming, Conference & Events or Learning & Engagement.</p>

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	Experience standardising a line-of-business system (ideally Artifax or similar venue/room-booking/CRM tools) and enforcing consistent templates/patterns across teams.	
QUALIFICATIONS		Certifications: Microsoft 365 Administrator/Teams Admin, Security+, ITIL.
OTHER REQUIREMENTS		Carbon Literacy trained or passion for sustainability preferred.