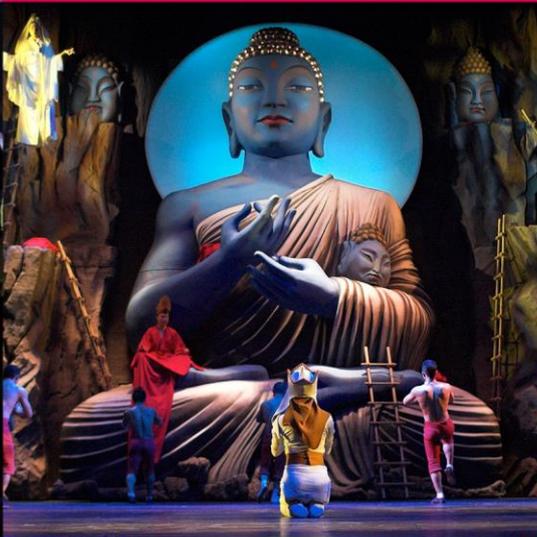


MUF

IT Assistant

Closing date: 16 September 2019





IT Assistant

Thank you for your interest in the post of **IT Assistant** at Manchester International Festival. Please find further information regarding this post below.

To apply for this role, please complete the online application form at <http://mif.co.uk/about-us/work-with-us>

If you require further information (including requests for printed forms/access support), please contact us on 0161 817 4500.

Thank you for your interest in the Manchester International Festival. We look forward to receiving your application.

Yours sincerely

David Fox
Head of Administration



IT Assistant

Job Description

Reporting to: IT Manager

Works closely with: Wider Administration team

Main Purpose

Supporting the smooth running of the office through frontline IT support and supporting IT project delivery.

Responsibilities

IT Support

- Providing first and second line IT support across the organisation, working with external IT/Comms support as and when required
- Assisting with the setup and maintenance of Staff IT equipment / user accounts and profiles in accordance with company policy and GDPR compliance, including Freelance Staff
- Assisting with monitoring and administrating systems across the organisation
- Maintain logs / records / asset registers of IT systems
- Assist with setup and coordination of meetings and AV resources
- Attending MIF sites as instructed to solve basic network problems e.g. reboot routers, switches, replace cables
- General administration to support the smooth-running of the department

General

- Actively engage with the organisation's vision and policies regarding equal opportunities and diversity, artistic ambition, participation and engagement, health and safety, evaluation and monitoring
- All job roles are expected to engage with our training and development activity, be willing to support our training programmes. Training and talent development will be central to the organisation as we approach The Factory.
- Any other duties that are commensurate with the post

Future Flexibility

MIF is currently undergoing a significant period of organisational change as we grow and develop to operate The Factory. Any new appointees will be required to show a flexible approach to this process – which may involve revisions around job titles, roles and departmental structures



Person Specification

Essential

- Excellent people skills – able to communicate with a wide variety of internal and external stakeholders in a warm, friendly and professional manner
- Demonstrable ability to address a range of straightforward IT related tasks
 - Setting up a machine to access MIF networks and systems using established step by step instructions
 - Troubleshoot connectivity to allow devices to connect to the Internet
 - Transfer files to / from the cloud
 - Replace parts / cabling as required
- Excellent organisational and communication skills
- Strong attention to detail alongside fluency in Microsoft Office
- Able to work under pressure accurately and efficiently
- Positive and enthusiastic attitude, including a flexible approach to developing and delivering the job
- Knowledge of a diverse range of cultures and traditions, and proven ability to work with people from a wide variety of backgrounds
- Enthusiasm for training, mentoring and support of emerging talent



- A commitment to championing diversity at every level of the organisation with a knowledge of a diverse range of cultures and a proven ability to work with people from a wide variety of backgrounds

Desirable

- Interest in contemporary arts and culture
- Previous cross-platform experience (Mac / PC)
- Interest in new and developing technologies



Terms and Conditions

- **Salary:** £18,000 PA
- **Contract:** Fixed term 12 months
- **Location:** Manchester. The role may involve travel around the UK or internationally depending on the project(s) you are working on
- **Hours:** 35 per week
- Due to the nature of the role/projects we undertake there will be an expectation (particularly during the Festival but also at other busy times) of additional evening/weekend work. You will not receive any additional payment for hours worked in excess of your normal hours of work and this has already been considered when setting salary ranges
- There will be a three-month probationary period for this position, during which your notice period will be one week. The notice period will increase to three months once the probationary period is complete

Staff Benefits

- Annual leave entitlement is 25 days a year plus public holidays
- Pension: Autoenrollment begins three months after start date and payments are matched for the first 5% of employee's contribution
- MIF offers a travel loan scheme and cycle to work scheme via salary sacrifice
- All MIF employees have access to an Employee Assistance programme operated by [Health Assured](#)
- MIF are committed to supporting employees with their personal development, regularly offering organisation-wide training such as Carbon Literacy, BSL or Mental Health First Aid, along with department specific and individual training opportunities
- MIF have a Staff Development Fund - £200pa accessible to each employee who has been with us for 12 months or longer - for tickets, events, training, or development opportunities



About MIF

Manchester International Festival (MIF) is the world's first festival of original, new work and special events, staged every two years in Manchester, UK. MIF launched in 2007 as an artist-led festival presenting new works from across the spectrum of performing arts, visual arts and popular culture.

We aim to embody the values implicit in our name:

- **Manchester:** We will seek to reflect the extraordinary diversity of our city at every level of our organisation and programme
- **International:** We will work with artists, producers and creative partners from all over the world, ensuring a global diversity to our work and cultivating a rich and ongoing cultural conversation
- **Festival:** We will create a space for ambitious cultural exchange, and the imagining of new global possibilities

MIF has commissioned, produced and presented world premieres by artists including **Marina Abramović, Damon Albarn, Björk, Boris Charmatz, Jeremy Deller, Idris Elba** and **Kwame Kwei-Armah, Elbow, Philip Glass, Wayne McGregor, Steve McQueen, Sharmeen Obaid-Chinoy, Skepta, Yoko Ono, Thomas Ostermeier, Maxine Peake, Punchdrunk, The xx, Robert Wilson** and **Zaha Hadid Architects**.

These and other world-renowned artists from different art forms and backgrounds create dynamic, innovative and forward-thinking new work, staged in venues across Greater Manchester – from theatres, galleries and concert halls to railway depots, churches and car parks. MIF works closely with venues, festivals and other cultural organisations globally, whose financial and creative input helps to make many of these projects possible and ensures that work made at MIF goes on to be seen around the world.

MIF supports a year-round [Creative Engagement](#) programme, bringing opportunities for people from all backgrounds, ages and from all corners of the city to get involved during the Festival and year-round, as volunteers, as participants in shows, through skills development workshops and a host of creative activities, such as Festival in My House.

“Manchester International Festival is grounded in our city and engages with the world. We aim to reflect the great diversity of Manchester, and our planet, in all aspects of our work – artists, audiences, staff, participants, board members, and partner companies

We invite and welcome input on how we can do this effectively from the many individuals and communities with whom we aim to work in ever more exciting ways”

John McGrath

Artistic Director and CEO, Manchester International Festival



MIF will also be the operator for **The Factory**, the new world-class cultural space being developed in the heart of Manchester, designed by internationally-renowned architects Rem Koolhaas' OMA. Due to open in 2021, The Factory will commission, present and produce a year-round programme, featuring new work from the world's greatest artists and offering a space to make, explore and experiment. Attracting up to 850,000 visitors, The Factory will add £1.1 billion to the economy and create 1,500 jobs. Its pioneering programme of skills, training and engagement will benefit local people and the next generation of creative talent from across the city, whilst apprenticeships and trainee schemes are already underway during the construction phase.

Selection Process - Guidance for Applicants

MIF is committed to equality for everyone and we encourage you to apply no matter what your age, caring responsibilities, disability, gender, gender identity, marriage and civil partnership, pregnancy and maternity, race, religion or belief and sexual orientation.

MIF is an inclusive employer. We value difference and recruit by merit based on fair and open competition. We welcome candidates from all backgrounds and from all sectors.

We are particularly committed to supporting applications from Disabled/Deaf people and those from diverse backgrounds. We will support any access requirements you may have during the recruitment process and ensure that reasonable adjustments are in place as required by the Single Equalities Act 2010.

If you require any access support if selected for interview, please inform the MIF office using the contact details below;

recruitment@mif.co.uk

0161 817 4500

During recruitment, the selection panel will be shortlisting based on what qualities, skills and experience you may bring to the role. The attached job description is an overview of the type of work the successful candidate will undertake and is not an exhaustive list.