

RECRUITMENT PACK

ICT Officer – Permanent Full-Time
February 2026



HOME

WELCOME

Thank you for your interest in the role of ICT Officer at HOME.

HOME is Manchester's beating heart for theatre, film and art. It's an everyday escape, a space which invites everyone in for conversation, creativity, culture and connection. At HOME, you can discover new dimensions, old favorites and everlasting stories.

HOME is Manchester's premier arts centre and a registered charity, welcoming over 7 million visitors since opening. HOME features two theatres, five cinemas, an art gallery, and a popular restaurant. HOME collaborates with artists from both the UK and around the world to produce and present exceptional visual art, cinema, and theatre experiences. Placing a strong focus on UK theatre, international works, new commissions, and artist development, HOME is deeply rooted in the community, pushing creative boundaries, embracing experimentation, and sharing bold, exciting art with as wide an audience as possible.

Our programme is presented across:

- Five state-of-the-art cinemas, presenting one of the UK's most celebrated programmes of independent film
- Two theatres – c.500 seat proscenium arch, T1; and c.130 seat flexible studio theatre, T2 – presenting HOME-produced productions
- 500m² contemporary visual art space
- Digital platforms
- Talent development and engagement spaces
- In youth and education settings and within communities across Manchester

HOME also relies on trading and secondary income to support the charity, including two bars, a restaurant, event spaces and retail space.

If you require a large print version of this recruitment pack, or any reasonable adjustments to apply for this position, please contact recruitment@homemcr.org.

OUR VISION & MISSION

WHAT WE'RE HERE FOR
We're an open and social space for the curious from all of our communities, future artists and producers of work that is provocative, playful and contemporary, of Manchester and the world.

WHERE WE WANT TO BE
We want to be central to making Manchester a major city celebrated for its distinctive art – art that enriches the lives and life chances of its people – and a magnet for artists and creatives from all over the UK.

- WHAT MAKES US TICK**
- We are conscientious
 - We are considerate
 - We are collaborative
 - We are creative
 - We are curious

STRATEGIC OBJECTIVES

We're here to share exciting, entertaining and thought-provoking stories with the people of our city and beyond

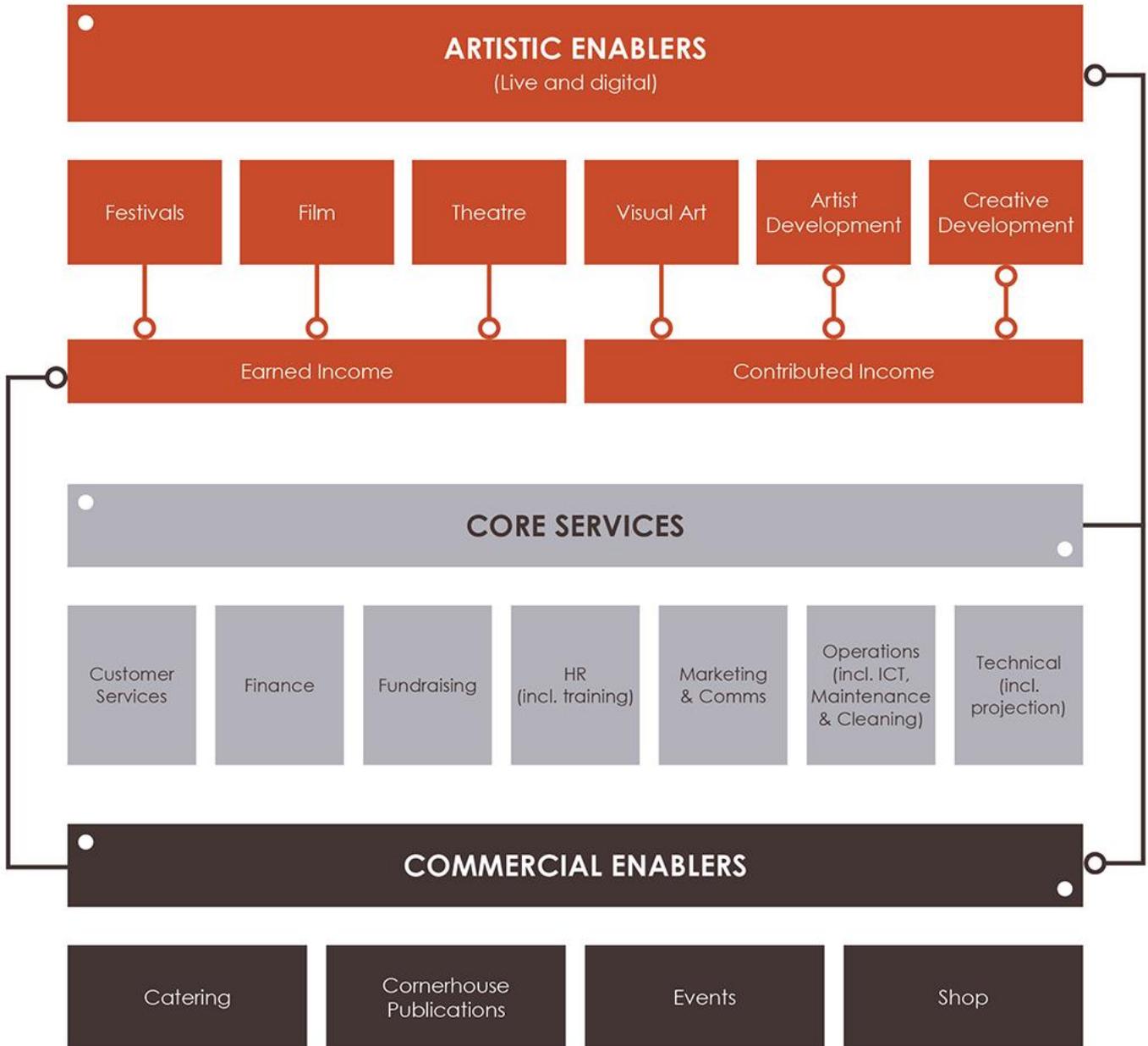
We're here to nurture creativity

We're here to develop and make our team feel valued

We're here to tackle inequality

We're here to protect the planet

HOW WE WORK





Equality at HOME

HOME is an inclusive employer, and we are committed to championing anti-racism, equality and diversity through the way we work, and the work we make and present.

We want our workforce to reflect on the diverse communities of Greater Manchester, and we welcome candidates from all backgrounds. We actively encourage and support applications from groups who are currently underrepresented across the arts sector, including members of the Global Majority, Deaf, disabled applicants, individuals from lower socio-economic backgrounds, and people from the LGBTQIA+ community.

HOME is a Disability Confident Employer, and a Supporter of the Greater Manchester Good Employment Charter.



THE ROLE

Job Context

We are seeking a friendly, proactive, and technically capable individual to join our ICT team. This is a varied, hands-on role that combines front-line desktop support with systems administration duties. You will be the first point of contact for staff IT queries while also helping to maintain and improve our core IT systems.

KEY INFORMATION

Salary	£31,800 per annum
Contract/Casual	Permanent – Full Time
Hours of work	40 hours, including 1 hour paid lunch breaks Exact hours of work as required by the job, working evenings and weekends as appropriate. Overtime payments will not be made, however time off in lieu will be available to cover additional hours worked with your Line Manager's agreement.
Place of work	HOME's offices are at 2 Tony Wilson Place, M15 4FN
Holidays	25 days per annum plus statutory holidays (pro rata)
Pension	GMAC offers a pension with a 3% company contribution, available to those who are eligible
Other benefits	Discounted cinema and theatre tickets Employee Assistance Programme Option to purchase additional holidays Cycle to work and Tech scheme to those who are eligible after probation
Probationary period	6 months
Notice period	1 month during probationary period, 1 month thereafter

JOB DESCRIPTION

The ICT Officer provides first- and second-line technical support to staff while assisting the Head of ICT with the administration, maintenance, and development of core IT systems and infrastructure.

This is a varied, cross-functional role combining front-line user support with systems administration and project work, including server, software, and infrastructure setups. The postholder will play an active role in ICT improvement projects and help ensure reliable, secure, and efficient IT operations across the organisation.

Purpose

To provide high-quality desktop support to staff while maintaining and administering core IT systems. The role ensures reliable day-to-day IT operations and contributes to system improvements and projects.

Team ICT
Reports to Head of ICT
Responsible for n/a

Key Responsibilities

- **Desktop & User Support:**
 - Act as first point of contact for IT queries.
 - Provide face-to-face, remote, and email support.
 - Troubleshoot hardware, software, and network issues.
 - Set up and configure laptops, desktops, and peripherals.
 - Maintain helpdesk or ticketing system.
 - Provide basic user guidance and training.
- **Systems Administration:**
 - Manage user accounts and permissions.
 - Administer Microsoft 365 and directory services.
 - Monitor backups, alerts, and system performance.
 - Assist with updates, patching, and maintenance.
 - Assist with the setup, configuration, and maintenance of servers and core infrastructure.

- Support installation and configuration of business-critical software systems.
- Maintain system documentation and asset registers.
- **Projects & Continuous Improvement:**
 - Provide hands-on support to the Head of ICT on larger ICT projects.
 - Assist with server builds, system upgrades, and infrastructure improvements.
 - Support implementation of new systems, services, and security measures.
 - Work with external suppliers where required.
 - Identify recurring issues and suggest improvements.
- **Security & Compliance:**
 - Follow IT security and data protection policies.
 - Support audits and compliance checks.

Additional duties

- Perform all tasks in line with HOME's commitment to providing the widest employee access.
- Take part in working groups & training sessions as required.
- Be an advocate and ambassador for HOME.
- Uphold and follow values and GMAC policies, particularly those around diversity, environmental sustainability, positive work environment & sexual harassment, access, safeguarding, H&S & GDPR.
- Keep up to date with financial, administrative and operational best practice.
- Carry out duties as deemed appropriate by the Head of ICT.
- Work evenings and weekends if required.
- Undertake national and international travel if required.

This is not an exhaustive list of duties and HOME's management may, at any time, allocate other duties which are of a similar nature or level.

PERSON SPECIFICATION

Criteria	Essential	Desirable
Experience Skills & Knowledge	<ul style="list-style-type: none">• Experience in an IT support or service desk role.• Experience supporting Windows and Microsoft 365 environments.• Strong customer service and communication skills.• Good troubleshooting and problem-solving ability.• Ability to explain technical issues in simple terms.• Organised and able to manage competing priorities.	<ul style="list-style-type: none">• Experience with Active Directory or Entra ID.• Experience with device management tools.• Basic server or network administration experience.• Experience assisting with server builds, system upgrades, or IT projects.

HOW TO APPLY

The deadline for applications is – Friday 27 February 2026, 5pm.

Please note We review applications and reserve the right to close an advert early if we identify suitable candidates. To avoid disappointment, submit your application as soon as possible. If successful for the role following interview start date will be subject to our pre-employment checks which include receiving satisfactory employment references & right to work in the UK.

Application format: submit by email an up-to-date CV together with a supporting statement of no more than 2 A4 pages. Alternatively, this can be provided as a short video/audio response no more than 10 minutes in length. Please ensure you provide examples of how you meet the essential criteria within the Person Specification and the main responsibilities for this role in your supporting statement. **All documents submitted as part of the application must be in .pdf, .doc, or .docx format.**

Please email your CV and supporting statement to recruitment@homemcr.org and complete the link here to the [Equal Opportunities Form](#). Please add the job reference number **739857** in the subject line.

We will interview candidates who meet the essential criteria in the person specification. Support is available at every stage of the process please email recruitment@homemcr.org if you have any questions related to support requirements.

Interviews will take place in person on Wednesday 4th March 2026

HOME strives to be an equal opportunity employer, committed to diversity and inclusion in the workplace.

Please note Due to the high volume of applications we are unable to respond to all applicants individually. If you have not heard from us before the interview date, unfortunately, you have not been shortlisted on this occasion. Regrettably, we are unable to provide feedback at the application stage for those not selected for interview.

Thank you for your interest in this post.



FUNDED BY



FOUNDING SUPPORTERS



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