



WADDESDON

## Internship Role Profile

<b>Title:</b>	IT Coordinator Internship
<b>Department:</b>	Records, Accounts & IT
<b>Mentored by:</b>	IT Systems and Software Manager
<b>Period Covered:</b>	13 January – 15 May 2020

## About Waddesdon

Waddesdon is a Rothschild house and gardens set in the Buckinghamshire countryside just outside Aylesbury. It was created for Baron Ferdinand de Rothschild in the 1870s. Now owned by the National Trust, but managed by the Rothschild Foundation, it remains the epitome of ‘Rothschild style’.

Waddesdon is a dynamic place shaped by three generations of Rothschilds, bringing together a world class collection of art and decorative arts of the 18<sup>th</sup> century, displayed in original historic interiors including English 18<sup>th</sup>-century portraits, French 18<sup>th</sup>-century furniture and porcelain, books, drawings and works on paper, textiles and sculpture. Visitors today can still see Ferdinand’s unrivalled collections, alongside contemporary art, and wander in the immaculate Victorian gardens. There is also a working aviary, wine cellars, shops, restaurants and a woodland playground.

Over 300 staff and more than 300 volunteers help mount special exhibitions, host educational visits, hold wine tastings, lead guided walks and talks, and run events throughout the year, including a magical Christmas season. Private events – parties, meetings and weddings – are held at the Dairy (a private building on the estate) and at the Five Arrows, a Grade II listed boutique 16 bedroom hotel near the gates of the Manor.

All profits from the trading company are covenanted to The Rothschild Foundation to support the conservation, collections and maintenance of Waddesdon as the highest quality visitor experience.

## Overall Purpose of a Waddesdon Internship:

An internship at Waddesdon will allow participation in some of the most exciting experience in a nationally and internationally renowned institution. This will in turn give interns a number of formal and informal learning opportunities that will assist the recipients with their future careers.

Our aim is to ensure we open the doors of Waddesdon as widely as possible to the future curators, conservators, visitor managers, archivists, gardeners, facilities managers, chefs, stewards, events managers and leaders we may need in the future.



WADDESDON

### **The IT Department:**

Waddesdon runs its own independent network, separate to the National Trust. The IT Team are responsible for supporting all system functions, including; desktop and server infrastructure, network (LAN/WAN/VPN), database technologies (including SQL and PowerBI), IP telephony, ePOS, WiFi, anti virus as well as working in partnership with product vendors and specialist 3<sup>rd</sup> party support contracts.

Broadly speaking the team is split across 3 areas:

PC and Network Support – all members of the team provides 1<sup>st</sup>/2<sup>nd</sup>/3<sup>rd</sup> line desktop support to all PC, laptop and Thin Client machines on the network. The team also provides full support for LAN/WAN/VPN/WiFi network issues, Waddesdon supplied smart phones and tablets as well as working in conjunction with hardware and software vendors to support departmental systems (including Sage, bookings and ePOS systems).

Project Support – The IT team work on a variety of projects, including leading on developing/implementing new systems, coordinating upgrades of existing systems and working with other Waddesdon departments to deliver IT related aspects of their projects (including new visitor experiences).

Data Analysis – Our data analyst is responsible for supporting departmental databases (based within SQL) as well as designing, building and supporting bespoke reports and dashboards using PowerBI or dedicate system specific reporting tools.

The intern will work closely with the IT Systems and Software Manager, alongside the IT team, to support projects in each of these key areas.

### **Main Opportunities:**

The role will suit someone with an interest in a career in IT, with excellent IT skills and an aptitude for working with people.

- Supporting the desktop and network across the Waddesdon estate
- Provide support either direct to Waddesdon staff or working in conjunction with a member of the IT team
- Support Waddesdon supplied mobile devices and associated apps
- Gain experience and knowledge of systems in use across Waddesdon
- Work with the team to progress new system/software developments
- Learning how to liaise with 3<sup>rd</sup> party suppliers and support partners
- Attend IT Steering Group and account meetings alongside IT team members
- Support PowerBI and other reporting systems
- Supporting key events during our busy calendar

Working across the department they will get to experience every part of the operation first hand.



WADDESDON

The internship will offer the right candidate a rare mix of elements – to provide 1<sup>st</sup>/2<sup>nd</sup>/3<sup>rd</sup> line support across the network, work with the project officer to deliver successful, business critical projects and to support the data analyst in creating bespoke reports and dashboards. For a well-organised and ambitious individual it offers a chance to work with an experienced team, offering enormous potential and tremendous variety.

#### Learning Outcomes:

- A range of technical skills, using Windows, Microsoft as well as industry leading applications for ticketing, ePOS, anti virus and reporting
- Managing complex IT projects in a busy environment
- Creating bespoke reports using complex reporting tools
- Time management skills
- Workload management
- Develop Interpersonal skills

#### Skills & Experience Desired:

- Good Communication Skills, both written and verbal
- Excellent Computer skills – Word, Excel and Outlook as a minimum
- Experience with hardware maintenance (desirable)
- Organised with a good attention to detail.
- Ability to deal with others at all levels
- A flexible approach to work, with an aptitude for multi-tasking

#### Benefits of Internship:

- No more than 22.5 hours per week with your Department, to enable time for study or any employment opportunities that may be desired.
- Shared accommodation provided on the Waddesdon Estate with other students on the programme
- An allowance of £10 towards food or petrol costs for each day of activity. There may be opportunities for paid employment in our other business areas that can run alongside the internship.
- A Waddesdon staff card offering 20% discount in our catering and retail outlets.
- In order reap the maximum learning benefits from the internship, availability for the full duration of the period is encouraged.
- The opportunity to join a cohort of 8 interns at Waddesdon, with a comprehensive induction programme across the wider business that sits alongside learnings in your desired business area.
- The opportunity to review and present your learning outcomes to the management team at the end of your time at Waddesdon.
- Monthly reviews with the HR department in addition to weekly meetings with your department mentor



WADDES DON

Closing date for applications is 11pm on the 17 November with interviews on the 28 and 29 November. Applications should be submitted, with cv and covering letter, to [application@waddesdon.org.uk](mailto:application@waddesdon.org.uk)