

SOANE

BRITAIN

Job Title: Operational Systems Manager Location: Leicester, Hybrid
Department: Finance & Operations Position Reports to: Business Change Manager

Company Overview:

With an uncompromising commitment to British manufacturing, Soane Britain's mission is to design and make enduring and life-enhancing furniture, lighting, fabrics and wallpapers through collaborations with a network of the finest craftspeople in Britain. Soane combines responsibly sourced, high quality materials and superb workmanship to ensure our designs endure for generations.

Our talented team is based in offices and workshops in Leicester and the West Country and showrooms in London and New York. For more information, please visit www.soane.com or join our social media platforms Pinterest and Instagram.

Purpose of the Position:

The Operational Systems Manager will support the Business Change team by taking a lead role in the management of existing business software. This role will include working with key business stakeholders to review existing system processes, understanding key requirements and working with our software providers to make key improvements as well as supporting BAU activities. You will also take on the responsibility as the key point of contact with Soane's external IT team as well as other software providers and developers.

This is a business facing role, but strong technical skills are required to assess system customisations and improvements and ensure their implementation is effectively taken up by key system users. You must have a strong understanding and experience in managing business software as well as the database skills to ensure all system data conforms to Soane's data strategy.

Duties and Responsibilities:

- Take the lead as the Business Change representative in ongoing business software projects relevant to Soane's Fabric & Wallpaper (F&W) specialist textile system ensuring modifications and process changes are implemented smoothly.
- Be the point of contact for all issues with existing systems which includes Soane's CRM system, the F&W system, sampling software amongst others. You will use your system knowledge to find solutions to operational issues and work with software providers where necessary.
- Take on projects assigned by the Business Change Manager such as helping to define and implement the file storage and sharing strategy and making improvements to Soane's cybersecurity processes.
- Resolve issues with BAU activities involving systems which will include user set up, management of software licenses, systems administration as well as ensuring that Soane's cloud based BI software is appropriately set up for the relevant users.
- Be a key point of contact for Soane's external IT company, ensuring any key issues such as servers and printers are dealt with in a timely manner with minimal business disruption.
- Assist the wider Soane team with key data tasks, using knowledge of databases to extract required data and make mass data changes to systems.
- Work with the Business Change Manager on any new technologies that may support Soane in achieving its business objectives.

Qualifications for the Position:

- A minimum of three years' experience in a software administration / management role.
- Demonstrable knowledge of system databases and the ability to access data including joining multiple data tables. While advanced SQL skills are not immediately required it is essential you understand the principles of databases and apply this to get required data from any software.

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[WWW.SOANE.COM](http://www.SOANE.COM)

COMPANY REGISTRATION N° 03360853 VAT N° 707 0475 49

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- Advanced O365 skills.
- Self-motivated, with a willingness to work independently as well as the ability to communicate effectively with stakeholders at all levels of the company.
- Educated to degree level in a relevant field.
- Desirable: Experience with Power BI (including DAX) or similar BI tools would be an advantage. Experience in SharePoint and other Microsoft products / new technologies that Soane may wish to implement would also be a distinct advantage.

For details of Soane's benefits, including long term service benefits, please refer to the current Benefits Sheet.

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