LSO

WORK WITH US

Head of Technology

Recruitment Pack

About the London Symphony Orchestra

The LSO with Sir Antonio Pappano on the Barbican stage

The London Symphony Orchestra was established in 1904, as one of the first orchestras shaped by its musicians. Since then, generations of remarkable talents have built the LSO's reputation for uncompromising quality, and inspirational repertoires.

Today, the LSO is ranked among the world's top orchestras, with a family of artists that includes Chief Conductor Sir Antonio Pappano, Conductor Emeritus Sir Simon Rattle, Principal Guest Conductors Gianandrea Noseda and François-Xavier Roth, Conductor Laureate Michael Tilson Thomas and Associate Artists Barbara Hannigan and André J Thomas.

The LSO is Resident Orchestra at the Barbican in the City of London. The Orchestra reaches international audiences through touring and artistic residencies – in cities including Paris, Dortmund and Tokyo, at the Aix-en-Provence Festival, across Australasia and Latin America – and through digital partnerships and an extensive programme of live streamed and on-demand online broadcasts.

Through a world-leading learning and community programme, LSO Discovery, the LSO connects people from all walks of life to the power of great music. Based at LSO St Luke's, the Orchestra's community and music education centre and a leading performance venue on Old Street, LSO Discovery's reach extends across East London, the UK and the world through both in-person and digital activity.

LSO musicians are at the heart of this unique programme, leading workshops, mentoring bright young talent, performing at free concerts for the local community and using music to support adults with learning disabilities. LSO musicians also visit children's hospitals, and lead training programmes for music teachers.

The ambition behind this work is simple: to share the transformative power of classical music with people who would not normally experience it. The impact is unrivalled, and every year, LSO Discovery reaches thousands of people of all ages.

In 1999, the LSO formed its own recording label, LSO Live, and revolutionised how live orchestral music is recorded, with over 150 recordings released so far. Overall, the LSO has made more recordings than any other orchestra.

As a leading orchestra for film, the LSO has entertained millions with classic scores for Star Wars, Indiana Jones, The Shape of Water, and many more. The LSO also uses streaming services to reach a worldwide audience totalling millions of music-lovers who listen online every month.

Through inspiring music, educational programmes and technological innovations, the LSO's reach extends far beyond the concert hall. Thanks to the generous support of The Corporation of the City of London, Arts Council England, corporate supporters and individual donors, the LSO is able to continue sharing extraordinary music with as many people as possible, across London, and the world.

Working at the London Symphony Orchestra

Young musicians performing on-stage at BMW Classics in Trafalgar Square

About the Role

The Head of Technology has primary responsibility for the governance, resilience, security and operational management of the IT infrastructure across the LSO, including LSO St. Lukes and the Warehouse.

The Head of Technology will lead a multi-year programme of infrastructure renewal, including the refresh of server hardware, replacement of legacy VPN solutions, and consolidation or retirement of outdated systems. The postholder will maintain comprehensive technical documentation, oversee structured server and system maintenance cycles, and lead regular GDPR and data-retention audits to ensure ongoing compliance and reduction of legacy data.

The role ensures that all technology platforms, systems and services are secure, compliant, reliable and fit for purpose, enabling the team to work effectively and safely.

The postholder will be the organisation's senior lead for IT governance, data protection (GDPR), cyber security and risk management, working closely with Heads of Department and external suppliers.

Location
Based at the Barbican

Team Structure

The role will report to the Director of Finance & Resources, with line management of a System Administrator

Hours.
37.5 hours per week.   9.30 am – 6.00 pm Monday – Friday with at least 4-5 days on site at the Barbican Centre.

Salary
£55k - £70k

Benefits
25 days annual leave, plus bank holidays.

Interest-free loan for a season travel ticket.

Subsidised catering facilities provided by the Barbican Centre.

Membership of company pension scheme with enhanced contributions in line with scheme rules.

Cycle-to-Work scheme.

Employee Assistance programme.

Free tickets to LSO concerts at the Barbican and Lunchtime Concerts at LSO St Luke's (subject to availability).

About the Role

Ayanna Witter-Johnson performing at the Barbican

A Lunchtime Concert at LSO St Luke's

Key Responsibilities

Technology Leadership & Governance
- Provide strategic leadership for IT infrastructure and technology governance, ensuring systems support organisational operations and compliance requirements.
- Act as the organisation's senior lead for IT governance, GDPR compliance and information security.
- Develop, maintain and enforce IT policies, standards and controls, including acceptable use, data protection, cyber security, access management and business continuity.
- Develop and deliver a technology renewal roadmap focused on infrastructure resilience, security, network performance and system lifecycle management.
- Support senior leadership and the Board with technology risk reporting, assurance and decision-making.

IT Infrastructure & Systems Management
- Own and oversee the organisation's IT infrastructure, including:
  - Cloud and on-premise environments
  - Networks and connectivity
  - End-user devices
  - Backup, disaster recovery and business continuity arrangements
- Ensure high availability, resilience and performance of all core systems across the LSO.
- Manage server lifecycle planning, including cost-effective server refresh decisions.
- Oversee system integrations between core platforms, working collaboratively with system owners.
- Ensure up-to-date infrastructure and systems documentation, including joiners/leavers processes and regular operating routines.

Cyber Security, GDPR & Risk

- Lead the organisation's cyber security framework, ensuring appropriate preventative, detective and response controls are in place and ensure a robust response process to any issues that arise.
- Maintain compliance with UK GDPR and data protection legislation, including:
    - Data protection impact assessments (DPIAs)
    - Data breach management and reporting
    - Staff training and awareness
- Own and regularly test business continuity and disaster recovery plans.
- Lead regular data retention and GDPR compliance audits, including systematic clean-down of legacy mailboxes, archives and redundant data.
- Responding to Subject Access Requests.
- Oversee the rationalisation and decommissioning of legacy systems in line with security and compliance requirements.
- Periodically review and refresh backup and disaster recovery arrangements.

Content Management

- Oversee the organisation's digital file-management approach, ensuring all document-based digital content is well-structured, searchable and retained appropriately across platforms.
- Maintain clear standards and governance for document storage.
- Support the Archivists by ensuring secure, scalable and compliant storage solutions for long-term digital preservation, separate from audio/AV assets, with awareness of the hard copy archiving policy.

Operational Delivery & Service Management

- Ensure high-quality day-to-day IT service delivery for the LSO team.
- Ensure proactive maintenance of servers, networks, and infrastructure through structured patching and monitoring routines.
- Maintain and regularly update technical documentation, knowledge bases and system procedures
- Implement and monitor IT service management processes, KPIs and SLAs.
- Act as senior escalation point for significant incidents or service outages.

Supplier & Contract Management

- Lead relationships with external IT suppliers, managed service providers and software vendors.
- Manage IT contracts, renewals and procurement, ensuring value for money and service quality.
- Oversee supplier performance, risk and compliance with contractual and data protection obligations.

Stakeholder Engagement

- Work closely with colleagues across departments and subsidiaries to understand operational needs and deliver appropriate technology solutions.
- Translate technical issues into clear, non-technical language for team members.
- Collaborate effectively across departments to ensure alignment between infrastructure, systems and digital delivery

About You

LSO Brass at St Paul's Cathedral

LSO East London Academy young musicians

Essential
- Significant experience in a senior IT leadership or Head of Technology / Head of IT role, with responsibility for infrastructure, governance and security.
- Strong practical knowledge of:
    - IT infrastructure and cloud services
    - Cyber security and information governance
    - UK GDPR and data protection compliance
- Proven experience managing external suppliers, contracts, and service delivery.
- Must be able to assist with hands-on technical support if required.
- Experience operating in a multi-entity environment (e.g. multiple locations, trading subsidiaries).
- Excellent organisational skills with the ability to manage risk, priorities and deadlines.
- Good team working skills, with the ability to motivate and lead interdisciplinary teams often based on remote sites
- Experience of managing Active Directory on premise and Microsoft 365 services in hybrid configuration

Desirable
- Strong interpersonal, communication and negotiation skills
- Experience in a fast-paced organisation
- Experience within a performing arts organisation
- Professional qualifications or certifications (e.g. ITIL, ISO 27001, CISSP, Cyber Essentials, Microsoft/AWS).
- Experience supporting audits, risk registers or Board-level assurance reporting.

How to Apply

If you would like to apply for this role, please visit lso.co.uk/jobs, where you will be asked to complete our application form and equal opportunities form. If you are unable to complete the application form, please contact oli.mcginnes@lso.co.uk for assistance.

Closing date: Midday – Friday 13th March 2026

If you have any questions about this role, please contact: Jodi Kamming, jodi.kamming@lso.co.uk

As an equal opportunities employer, the LSO is committed to the equal treatment of all current and prospective employees and does not condone discrimination on the basis of age, disability, gender, sexual orientation, pregnancy and maternity, race or ethnicity, religion or belief, gender identity, or marriage and civil partnership.

We aspire to have a diverse and inclusive workplace and strongly encourage suitably qualified applicants from a wide range of backgrounds to apply and join the LSO.