



JOB DESCRIPTION

JOB TITLE: Retail Product Compliance & Intellectual Property Manager

DEPARTMENT: Royal Collection Trust

SECTION/BRANCH: Central Retail

LOCATION: St James Palace

REPORTING TO: Head of Buying

Job Context

Royal Collection Trust is a department of the Royal Household (known internally as the Royal Collection Department) and the only one that undertakes its activities without recourse to public funds. It incorporates a charity regulated by the Charity Commission and the Office of the Scottish Charity Regulator, The Royal Collection Trust, and its subsidiary trading company, Royal Collection Enterprises Ltd.

The Royal Collection is one of the largest and most important art collections in the world. It comprises more than a million objects and almost all aspects of the fine and decorative art, displayed and used among some fifteen royal residences and former residences across the UK. The Royal Collection Trust is charged with the care and preservation of the Royal Collection and its presentation to the public. At The King's Galleries in London and Edinburgh, aspects of the Collection are displayed in a programme of temporary exhibitions. Many works from the Collection are on long-term loan to institutions throughout the UK, and short-term loans are regularly made to exhibitions around the world as part of a commitment to broaden public access and to show parts of the Collection in new contexts. The works of art in the Royal Collection are held by The King in trust for his successors and the nation.

Royal Collection Trust is responsible for the management and financial administration of the public opening of Buckingham Palace (including The King's Gallery, the Royal Mews and Clarence House), Windsor Castle (including Frogmore House) and the Palace of Holyroodhouse (including The King's Gallery). The monies generated from admissions, and from associated commercial activities are invested in the care and conservation of the Royal Collection and the promotion of access and enjoyment through exhibitions, publications, loans and educational activities.

The Retail department is responsible for generating income through sales of unique and exclusive products to visitors at Buckingham Palace, Windsor Castle and the Palace of Holyroodhouse, online via royalcollectionshop.co.uk and through selected wholesale partnerships with an annual turnover of nearly £20million. It operates out of nine permanent and two seasonal onsite shops, through select wholesale partners and increasingly via the online shop. Ninety percent of products are exclusive to Royal Collection Trust, and great emphasis is placed on supporting UK manufacturing.



Royal Collection Trust, York House, St James's Palace, London SW1A 1BQ
T. +44 (0)20 7839 1377, F. +44 (0)20 7839 8168, www.royalcollection.org.uk

The Royal Collection Trust is a company limited by guarantee registered in England and Wales (2713536) and a charity registered in England and Wales (1016972) and in Scotland (SC039772). Registered office: York House, St James's Palace, London SW1A 1BQ.

This document is not contractual and may be subject to change following consultation with the post-holder



Organisational Chart



Job Purpose

Ensure our retail products meet the standards of global retail product compliance for all onsite and third party channels and protect the integrity of our brand through IP management.

The job holder has no line management responsibility but will utilise support of buying and merchandising administrators to record product compliance; they will manage a budget to work with external parties including legal as part of compliance set up and trademark registration.

Principal Accountabilities

Retail Regulation Compliance

- Conduct end-to-end audits of current product development, manufacturing, labelling, packaging, and supplier-management processes across 1,500 products.
- Map gaps against current industry regulations (including but not limited to EUDR, GPSR, PPWR and EPR) and internal quality standards.
- Work with suppliers and product development teams to meet compliance standards within agreed timescales.
- Design and implement a fit-for-purpose compliance management system (policies, checklists, training materials).
- Procure global representatives to act on behalf of RCT where required (GPRSR).
- Develop KPIs and reporting to monitor ongoing compliance and quality performance.
- Train cross-functional teams on new processes and tools.
- Deliver a comprehensive “business as usual” plan, including process owners, timelines, budgets, and escalation paths.
- Horizon scanning for emerging regulations to ensure global compliance for onsite, eCommerce and third-party wholesale retail. Communicate the business impact.



Intellectual Property & Trademarks

- Audit existing brand assets and product names for trademark exposure.
- Conduct preliminary trademark searches and flag potential conflicts.
- Define a trademark registration strategy aligned to our product roadmap and global targets.
- Create templates/processes for ongoing IP portfolio management.
- Coordinate with external IP counsel for filings, renewals, and oppositions.

Job Dimensions

Deliverables

- Audit report & gap analysis
- Compliance management framework & training rollout
- Business as usual recommendation with handover plan
- IP/trademark audit and registration roadmap

Decision Making Responsibilities

Day to day decision making in relation to audit and processes. Strategic decisions should be referred to the Head of Buying for approval.

Practical Requirements

Working 37.5 hours a week, Monday to Friday, the post holder is principally based at St James's Palace, however, on occasion they may be asked to work from other sites. Hybrid working is available.

Person Specification

Essential

- Background in product compliance, quality assurance, or regulations, preferably in retail or consumer goods
- Hands-on experience auditing against global standards
- Proven track record building compliance processes
- Strong attention to detail and the ability to translate complex regulations into practical processes
- Strong stakeholder management across product teams
- Excellent written and verbal communication skills

Desirable

- Background in product intellectual property