JOB DESCRIPTION

JOB TITLE:	**Technical Business Analyst**
DEPARTMENT:	**Royal Collection Trust**
SECTION:	**Systems Infrastructure**
LOCATION:	**St James's Palace**
REPORTING TO:	**Senior Technical Business Analyst & Service Manager**

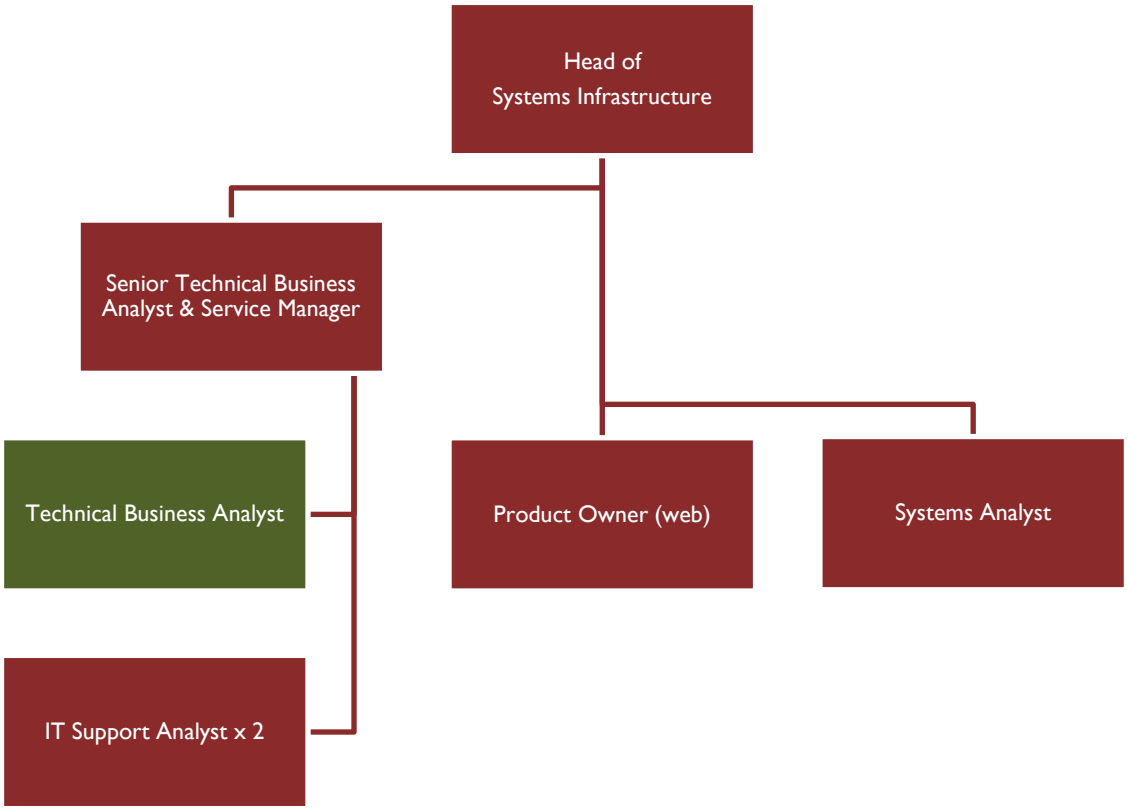
Job Context

Royal Collection Trust is a department of the Royal Household 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 Limited.

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.

Systems Infrastructure is a specialist application and infrastructure support team and is responsible for the management, development and support of Royal Collection Trust's commercial, collections and asset management systems, websites, and technical infrastructure, which together enable the sale of almost three million tickets per year to visitors, generating approximately £57 million in ticket-sales revenue, £27 million in retail sales, and the management of several million assets. The teams we support operate at eleven venues across the UK, including nine permanent and three seasonal shops.

Organisation Chart



The post-holder reports to the *Senior Technical Business Analyst & Service Manager* and is part of the Systems Infrastructure (SI) Section.

Job Purpose

To understand and analyse the entire range of business controls, systems and applications, their lifecycles uses, suppliers and stakeholders for Royal Collection Trust's specialist infrastructure, ensuring products and services meet business and user needs, compliance and risk standards, and are aligned with organisational goals.

Principal Accountabilities

Solution Design, Delivery and Project Management

- Provide operational support to existing solutions and support during the solution evaluation and selection process.
- Successfully complete assigned tasks during solution design and delivery, in accordance with established quality standards and best practices.
- Assist in formulating the operational support model and in delivering the requisite knowledge transfer and solution documentation.
- Plan and execute solution implementation, development and change projects, helping teams to manage and visualise outcomes, prioritise work and adhere to agreed minimum viable product (MVP), priorities and scope.

- Coordinate onsite project activities and ensure that business operations are not adversely affected during project execution.
- Demonstrate understanding of Agile methodology, applying an Agile mindset to all aspects of your work, using an iterative method and flexible approach to enable rapid delivery.

Security, Business Continuity, Compliance & Governance

- Stay up-to-date on business initiatives requiring technology implementation, making sure that SI is involved from the initial stage.
- Assist in the management of supplier relationships, ensuring product lifecycles are documented, upgrades and changes are mutually planned and opportunities to deepen understanding and collaboration are maximised.
- Monitor the compliance of solutions against accepted standards and risk controls, planning and executing works, managing resources and deconflicting priorities and BAU operations.
- Evaluate the feasibility of leveraging existing solutions to deliver business requirements, optimising the cost of ownership.
- Manage internal SI controls and processes (Supplier Management, User Management, Release Planning etc.) as well as carrying out analysis, identification, design and implementation of process change to improve business operations, compliance and governance.

Business Analysis

- Apply structured approaches to identify, investigate, analyse and communicate complex business problems and opportunities, within a defined project.
- Develop a strong relationship and work closely with the business community, leveraging commercial knowledge, to enable the analysis of business goals, objectives, functions and processes, using relevant information and data, to support the definition of technical requirements.
- Conduct options analysis, assess feasibility and operational impact, quantify potential business benefits and contribute to business case development, ensuring proposed solutions meet business and user needs.
- Support the preparation of test scenarios and test cases.

Job Dimensions

The post-holder has no staff-management responsibilities outside of project structures. They have responsibility for the spend of significant parts of the SI budget.

Decision-making Responsibilities

The post-holder has extensive independence in day-to-day operational, compliance and planning decisions, but would refer policy or strategic issues to the Head of Systems Infrastructure.

Practical Requirements

The post holder is principally based at St James's Palace, but will be required to work at any of the supported locations in the UK, including (but not limited to) multiple sites in London, Windsor and Edinburgh.

The standard hours for the position are Monday to Friday 09:00 to 17:30; however, owing to the nature of this post, the post-holder should be available to make early starts and work into the evening when required.

Person Specification

- Recognised Project Management qualification at Practitioner level (Agile preferred) or equivalent experience
- Proven experience at managing complex stakeholder and supplier relationships
- Knowledge of enterprise-level commercial applications
- An analytical approach to problem solving
- Excellent written and verbal communication skills, and the confidence to deal with people at all levels
- Efficient and exceptionally organised, with the ability to multi-task
- The ability to work well under pressure and show initiative, whilst understanding when to seek guidance
- An outstanding eye for detail