JOB DESCRIPTION

JOB TITLE:	**Web Support & Development Officer**
DEPARTMENT:	**Royal Collection Trust**
SECTION:	**Systems Infrastructure**
LOCATION:	**St James's Palace**
REPORTING TO:	**Head of Systems Infrastructure**

Job Context

Royal Collection Trust (RCT) 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.
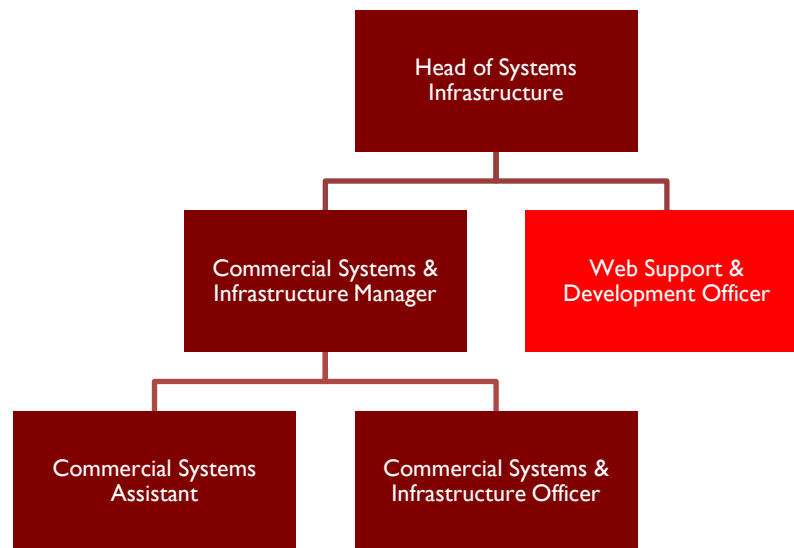
RCT is charged with the care and preservation of the Royal Collection and its presentation to the public. The Royal Collection is one of the largest and most important art collections in the world. It comprises almost all aspects of the fine and decorative arts, runs to more than a million objects and is spread among some thirteen royal residences and former residences across the UK. At The Queen'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 Queen in trust for her successors and the nation.

RCT is responsible for the management and financial administration of the public opening of Buckingham Palace (including The Queen's Gallery, the Royal Mews and Clarence House), Windsor Castle (including Frogmore House) and the Palace of Holyroodhouse (including The Queen'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 responsible for the support, development and supplier management relating to RCT's web estate, specialist systems, and related peripheral hardware and infrastructure.

Organisation Chart

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          ┌─────────────────────┐
          │ Head of Systems     │
          │ Infrastructure      │
          └──────────┬──────────┘
         ┌───────────┴───────────┐
┌────────────────────┐  ┌────────────────────┐
│ Commercial Systems &│  │ Web Support &      │
│ Infrastructure      │  │ Development Officer│
│ Manager             │  │                    │
└─────────┬──────────┘  └────────────────────┘
   ┌──────┴───────┐
┌──────────────┐ ┌──────────────────┐
│ Commercial   │ │ Commercial Systems│
│ Systems      │ │ & Infrastructure  │
│ Assistant    │ │ Officer           │
└──────────────┘ └──────────────────┘
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The post-holder reports to the Head of Systems Infrastructure. Their work supports the full breadth of RCT's activities and requires them to collaborate closely with the Marketing, Media Relations, Publishing, Learning, Retail and Ticketing & Sales teams. Externally, the post-holder has contact with agencies and suppliers.

Job Purpose

The post-holder supports RCT's web presence by managing developments to, and technical maintenance of its websites and associated infrastructure; overseeing tracking, analytics and reporting activities; and supporting internal clients in the best use of the web technologies to improve user experience and further the reach and effectiveness of RCT's content.

They work with the Head of Systems Infrastructure in ensuring that the planning of all development work is evidence-based and delivers a cohesive user experience across all sites. The post-holder also advises.

Principal Accountabilities

- To manage the whole lifecycle of technical developments to RCT's web estate: working with internal stakeholders to develop concepts; using insights from analytical research and knowledge of web technologies, toolsets and best practice to develop detailed technical briefs and functional acceptance criteria; managing the development schedules of RCT's third-party developers; and undertaking / coordinating user acceptance testing and the deployment of release vehicles.

- To liaise with external suppliers of support and hosting services, managing the task backlogs and development schedules and ensuring technical problems are solved quickly and efficiently to enable the smooth daily operation of the online infrastructure.

- To understand fully the websites' use of and integration with APIs and microservices, to facilitate developments in these areas and to ensure that all infrastructure integrations are maintained at all times.

- To manage and develop the websites' analytics toolsets, providing key performance data to the Management Board and other internal stakeholders, using insights to drive development, and providing measurements of success for digital initiatives.

- To use and develop analytics toolsets to allow the undertaking of pro-active monitoring of RCT's websites' functioning, performance and income generation across all devices and browsers; to investigate, resolve or escalate issues as required; and to ensure that internal stakeholders are informed early of potential opportunities or issues in order to maximise the exposure of the websites to the public and the return on their investment.

- To review continually SEO best practice and to be responsible for any infrastructure developments required to maximise the exposure of RCT's web content.

- To coordinate and undertake the migration of digital content as required by ongoing development projects.

- To act as the principal point of contact for, and to provide support and guidance to all sections of RCT regarding delivery of content, digital trends, functional enhancements, user experience and information architecture.

- To be responsible for the planning and delivery of website-related user training to all levels of staff, covering (but not limited to) new user (editor) training, SEO updates, and new digital developments / opportunities.

Job Dimensions

The post-holder has no staff-management or budgetary responsibilities.

Decision-making Responsibilities

The post-holder will be expected to make many day-to-day decisions without referral, but will understand when to seek guidance.

Practical Requirements

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

- Knowledge and understanding of common web architecture: content management systems, application development platforms, hosting solutions etc.

- Experience of working with APIs and delivering API-driven web experiences.

- Experience of working with and directing agencies and suppliers.

- Ability to write technical briefs.

- Experience of working with and within Agile project methodologies.

- Experience of undertaking and coordinating user acceptance testing.

- Competency in HTML and CSS.

- Thorough knowledge of Google's analytics and tracking suite of products, including Search Console, Analytics, Data Studio and Tag Manager.

- A good understanding of SEO practices.

- An understanding of W3C and UK Government accessibility standards.

- An outstanding eye for detail.

- Excellent organisational and multi-tasking skills, with the ability to work well under pressure.

- Excellent written communication skills, grammatical accuracy and the confidence to deal with people at all levels.