



JOB DESCRIPTION

JOB TITLE: Systems Administrator

DEPARTMENT: Royal Collection Trust

SECTION: Online Infrastructure

LOCATION: St James's Palace

REPORTING TO: Ticketing Infrastructure 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 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 and in the Drawings Gallery at Windsor Castle 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.

Royal Collection Trust 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.

Online Infrastructure is responsible for the management, development and hosting of Royal Collection Trust's ticketing system and websites, which enable the sale of over 2 million tickets per year to visitors, generating approximately £38 million in ticket-sales revenue, and is continually exploring ways to develop new functionality to enhance the booking and admission process for consumers and trade customers to maximise revenue.



Organisation Chart



The post-holder reports to the Ticketing Infrastructure Manager. Their work supports a broad spectrum of Royal Collection Trust's activities and requires them to collaborate closely with the Ticketing & Sales, Marketing, Press, Publishing and Learning teams, and with the Royal Household's Information Technology section. Externally, the post-holder has contact with agencies and suppliers.

Job Purpose

The post-holder is responsible for the technical configuration and first-line technical support of the SRO ticketing system and assists with the ongoing development and maintenance of all elements of the ticketing infrastructure [including, but not limited to hosting solutions, SRO, ticketing websites and payment solutions] that serves the official residences of The Queen, the official residence of The Prince of Wales and a number of external clients.

Principal Accountabilities

- To support and assist with the technical development of the ticketing system as assigned by the Ticketing Infrastructure Manager. This will include routine system upgrades and enhancements, and software development and implementation.
- To work with the Ticketing Infrastructure Manager on the provision of ticketing services for external clients, including systems set up, development and maintenance.
- To manage user permissions for SRO, ensuring appropriate levels of security and access are maintained.
- To assist with the maintenance of the ticketing website, the payment solution, ticket printers, the staff online ticketing facility and e-mail systems as assigned by the Ticketing Infrastructure Manager.



- To assist the Ticketing Infrastructure Manager and the Royal Household Information Systems Management section with any upgrades or enhancements to the ticketing system or the implementation of new systems or software.
- To update, create and maintain ad-hoc reporting and querying from the SRO system to meet business needs.
- To provide advice and guidance to internal users of the ticketing system, ensuring they are kept abreast of developments.
- To be the point of contact for external suppliers of the ticketing website, the payment solution, ticket printers, the staff online ticketing facility and e-mail systems.
- To recommend and attend trade shows and user-group days in order to maintain a good understanding of developments in the ticketing industry and how the organisation can benefit from new technology.
- To manage system lists in the ticketing database and ensure that values are correctly displayed across all public interfaces.

Job Dimensions

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

Decision-making Responsibilities

The post-holder has independence in day-to-day operational decisions, but would refer policy or strategic issues to the Ticketing Infrastructure Manager.

Practical Requirements

The post holder is principally based at St James's Palace, but may occasionally be required to work at Windsor Castle and the Palace of Holyroodhouse.

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, at weekends and from home, when required.

Person Specification

- Professional system administration experience.
- Knowledge and understanding of ticketing systems. Working knowledge of SRO is desirable.



The Royal Household

- Excellent written and verbal communication skills, and the confidence to deal with people at all levels.
- Analytical approach with excellent IT skills. A working understanding of coding languages including HTML, CSS and C# is highly desirable.
- Efficient and well 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.