



## JOB DESCRIPTION

**JOB TITLE:** Retail Systems Manager

**DEPARTMENT:** Royal Collection Trust

**SECTION/BRANCH:** Central Retail

**LOCATION:** St. James's Palace

**REPORTING TO:** Senior Merchandiser

### 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.

Royal Collection Trust's retail business has an annual turnover of nearly £20million. It operates out of nine permanent and three 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. Retail systems are outsourced to third parties and hosted offsite.



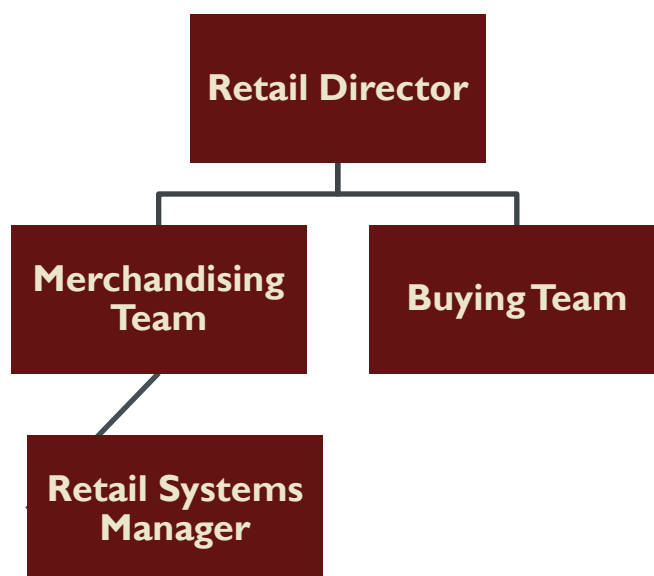
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T. +44 (0)20 7839 1377, F. +44 (0)20 7839 8168, [www.royalcollection.org.uk](http://www.royalcollection.org.uk)

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

The post-holder will be the main point of contact for Retail systems (including but not limited to stock databases, the online shop, tills and other payment devices), responsible for the overall administration, maintenance, configuration and ongoing development of all platforms, as well as providing technical support across all three sites.

## Principal Accountabilities

To become expert at the operation and functionality of all RCT retail systems, their role within the organisation and their interface with other parts of the organisation, assuming the role of 'Master User' and leading on all system development, upgrades, testing etc.

To identify and promote best practice across all elements of the Retail Systems (TRS, Magento, Chameleon, and various payment gateways), working with these external companies to ensure that we optimise functionality and system integrity.

To monitor, manage and reconcile all retail systems (including the stock control system, eCommerce shop, warehouse databases, in-store tills and payment devices), ensuring the highest standards of operational and financial rigour.

To oversee and support the setup of the temporary shop during the Buckingham Palace Summer Opening, making sure the relevant systems are functional for when the shop opens and tills are operational and loaded with the most recent price file and updates.

To be the central point of contact for front-line till or payment device issues, escalating these to the relevant external system providers when necessary and working with them to determine resolutions.



To work collaboratively with internal teams, such as Royal Collection Trust Finance, to monitor payment systems such as Magento and Sagepay, helping to identify and explain reasoning for any payment or reconciliation issues that they may notice.

To ensure that annual stocktake procedures (currently with Orridge) are effective and explore methods of improving stock control throughout the business.

To support and assist with the technical development of the TRS system, as assigned by the Merchandising team, including routine system upgrades, ad hoc correction of irregularities, following the path of raising ticket logs and completing User Acceptance Testing (UAT), ensuring that acceptance criteria is fully met before implementation.

To liaise with external support companies, such as On Tap, regarding web stock issues between systems (such as Magento and TRS), supporting with investigations and resolutions.

To attend appropriate trade fairs in order to keep abreast of current retail systems best practises.

To explore new opportunities, and future developments (such as new payment method opportunities and barcoding improvements), to improve the retail operation and help it reach its maximum potential.

To ensure business continuity and disaster recovery plans, relating to the provision of Retail infrastructure, are sufficient and up-to-date.

To work with Royal Collection Trust IT and Finance teams to ensure all elements of the Retail infrastructure are compliant with the Data Protection Act and Payment Card Industry Data Security Standard.

### Job Dimensions

The job-holder has no line management or budgetary responsibility, however, they will advise on any appropriated system upgrades etc.

### Decision Making Responsibilities

The post holder is expected to resolve day to day IT related problems, working within agreed time frame. More complex or strategic issues would be referred to relevant senior colleagues.

### Practical Requirements

The post-holder is principally based at St James's Palace, however, on occasion they may be asked to work at other locations.

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



## Person Specification

Educated to degree level (or equivalent) and proven relevant experience providing first-line IT and technical support, ideally within a multi-site or Retail organisation, with an expert understanding of using and working with Magento (eCommerce platform) and Point of Sale systems

Professional IT skills and confidence using Microsoft Office Suite, software and spreadsheet packages and advanced automation as well as a familiarity with barcoding, till systems, payment technologies and scanners, and any other relevant Retail technologies

Excellent troubleshooting skills, with the ability to apply technology solutions to business processes

A well organised approach to work with meticulous attention to detail, able to work under pressure in a fast-paced working environment and work to tight deadlines

A clear and confident communication style, with the ability to negotiate and persuade successfully

Exceptional interpersonal skills and able to work effectively as part of a team, building strong working relationships with a range of different stakeholders, both internally and externally

Experience and familiarity of security standards, best practices and principles and a proactive approach to maintaining up-to-date on industry knowledge

A methodical and logical approach to problem solving and analytics, and accuracy with figures

Self-motivation and an ability to work without supervision, using initiative appropriately

Willingness and flexibility with work, easily able to adapt to changing circumstances and needs

### Desirable

Project management experience

Computerised publishing technology experience