



JOB DESCRIPTION

JOB TITLE: Retail Systems Manager

DEPARTMENT: Royal Collection Trust

SECTION/BRANCH: Central Retail

LOCATION: St. James's Palace

REPORTING TO: Retail Director/Financial Controller (Projects & Systems)

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.



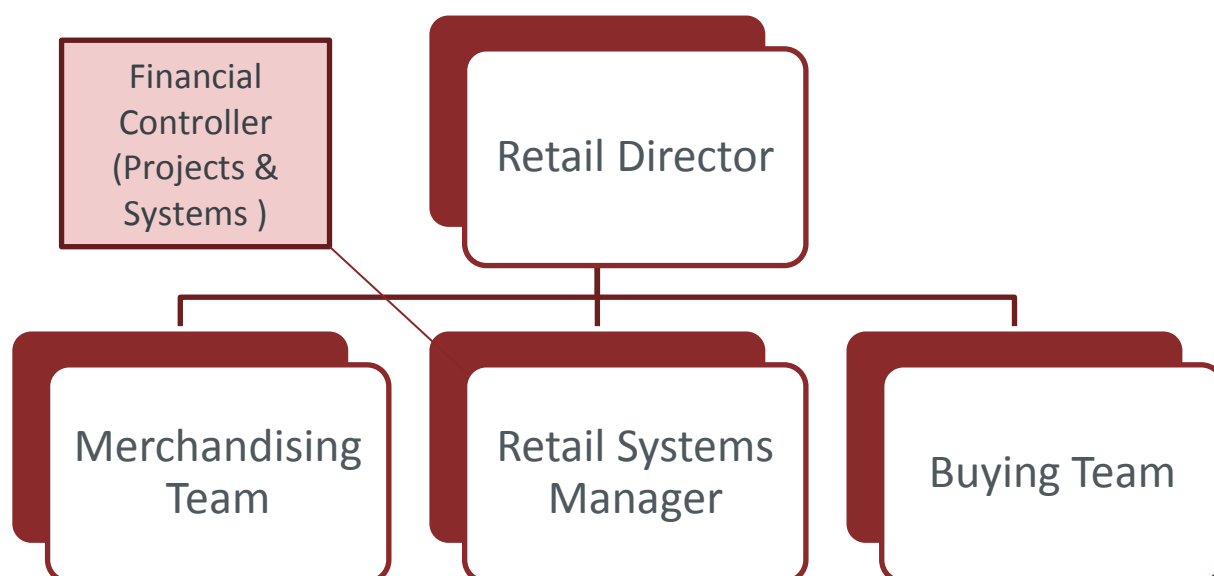
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The Royal Collection Trust is a company limited by guarantee registered in England and Wales (2713536) and a charity registered in England and Wales (1016972) and in Scotland (SC039772). Registered office: York House, St James's Palace, London SW1A 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 manage the operation, functionality and development of all RCT retail systems, understand the interaction with and the interface to other systems and processes within the overall organisation.

As a 'Master User' take ownership and management of Retail System administration, user control, training, development and implementation. To ensure the integrity and control over systems is maintained.

To manage the technical development of the TRS system, including routine system upgrades, ad hoc correction of irregularities, following the path of raising ticket logs and coordinating User Acceptance Testing (UAT), ensuring that acceptance criteria is fully met before implementation

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

To be the focal point of contact for coordinating end user front line technological issues (tills, PDQs, Web sales) and escalating to the relevant external system providers when necessary and working with them to determine resolutions.



The Royal Household

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 work collaboratively with internal teams, including Finance, to monitor retail systems and payment gateways, ensuring that relevant teams are kept informed of any systems and sales reconciliation issues and take forward the resolution of issues arising.

To explore and propose new opportunities and future developments (such as new payment method opportunities, 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 take the lead on proposing the Retail System development strategy and advise on appropriate system upgrades etc.

The job-holder will be expected to liaise very closely with colleagues in IT and Finance.

Decision Making Responsibilities

The post holder is expected to resolve day to day Retail Systems and IT related issues, consulting with related stakeholders as required and to agreed time frames.

Agree with Retail Systems suppliers and Retail Head Office Team on scope of upgrades and functionality improvements.

More complex or strategic decisions would be referred to the Retail Director, Financial Controller (Projects & Systems) or relevant senior stakeholders.

Practical Requirements

The post-holder is principally based at St James's Palace, however, there will be requirement to travel to other locations in the course of development and management of the Retail systems.

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

Essential

Comprehensive knowledge of Retail Systems from end user and back office perspective

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 TRS, Magento, PayPal and Point of Sale systems or of equivalent systems.

Experience of Retail system implementations, maintaining the integrity of retail database and reconciliation processes between Retail and Financial systems interfaces.

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

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

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