



JOB DESCRIPTION

JOB TITLE: Application Support Analyst

DEPARTMENT: Royal Collection Trust

SECTION: Systems Infrastructure

LOCATION: St James's Palace

REPORTING TO: Senior Business Applications & 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 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.

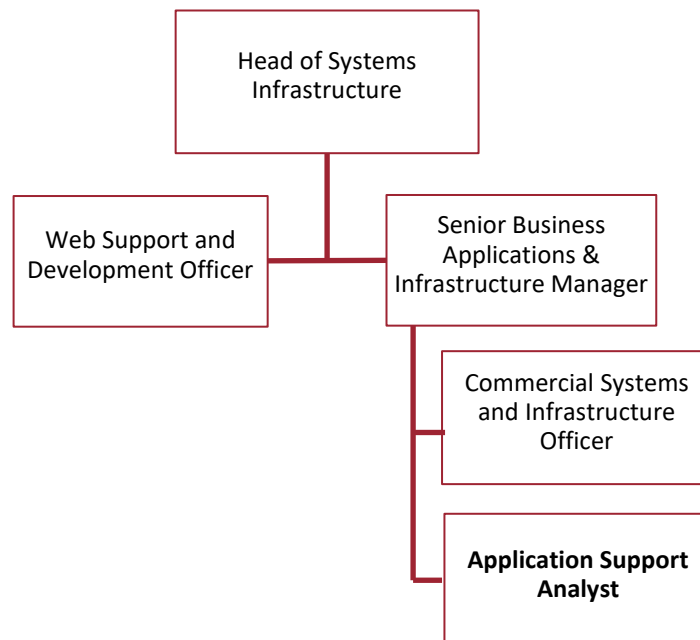
Royal Collection Trust is responsible for the management and financial administration of the public opening of Buckingham Palace (including The Queen's Gallery, the Royal Mews and Clarence House), Windsor Castle (including Frogmore House) and the Palace of Holyroodhouse (including The Queen's Gallery). 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.

Digital Infrastructure is a specialist application and infrastructure support team and is responsible for the management, development and support of Royal Collection Trust's commercial systems, websites, and technical infrastructure, which together enable the sale of over two million tickets per year to visitors, generating approximately £38 million in ticket-sales revenue, and £20 million in retail sales. The teams we support operate at eight venues across the UK, including nine permanent and three seasonal shops. Digital Infrastructure is



continually exploring ways to develop the commercial infrastructure to enhance the bookings, admission and sales processes for our consumers to maximise revenue.

Organisation Chart



The post-holder reports to the Senior Business Applications & Infrastructure Manager and is part of the Systems Infrastructure Section.

Job Purpose

The role assists with the support and maintenance of all elements of Royal Collection Trust's commercial systems, applications and the devices and infrastructure supporting them, ensuring they provide optimal operational effectiveness to the retail and ticketing operations at all times. The role works closely with the Royal Household's Information Technology Section to mutually support each other's work and externally, the post-holder has contact with multiple agencies and suppliers.

Principal Accountabilities

- To assist with the technical operation of the specialist commercial applications, ensuring they are fully operational at all times.
- First-line technical support to all areas of the commercial operations, including ticketing and retail systems, peripheral devices and cloud services.
- To support the deployment and day-to-day functioning of payment devices and integrations including P2PE chip and PIN devices, logging of terminal and merchant IDs and monitoring the connectivity of devices for the Retail operation.



- To support the deployment and day-to-day functioning of peripheral devices including cash drawers and thermal printers for the Retail and Ticketing operation.
- To manage user accounts for all commercial applications, ensuring adherence to internal procedures.
- To undertake user acceptance testing of developments and upgrades to retail and commercial systems and their associated infrastructure in line with agreed criteria and testing scripts.
- To schedule, troubleshoot and maintain inventories for reporting functions across the commercial systems.
- Build and maintain professional and friendly relationships across all departments in RCT and wider organisation.
- To assist with the planning and setup of new and temporary stores across Royal Collection Trust's commercial estate.
- To assist in the implementation of business continuity plans for Royal Collection Trust's commercial systems.
- Any other ad hoc duties as may be reasonably required.

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 Senior Business Applications & Infrastructure Manager.

Practical Requirements

The post holder is principally based at St James's Palace, but will 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 when required.

The post holder may be required to be 'on call' an average of one weekend per month; when on call the post holder must be contactable by telephone for critical-level support issues and in a position to provide telephone assistance and escalation as necessary.



Person Specification

- Knowledge of POS retail or other commercial applications.
- Excellent customer service and communication skills
- To have the ability to relate to users at all levels of the organisation and remain calm under pressure as well as possess an ability to explain technical problems in an accessible way.
- A methodical and analytical approach to problem solving.
- Excellent written and verbal communication skills, and the confidence to deal with people at all levels.
- 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.