



JOB DESCRIPTION

JOB TITLE: Design & Development Assistant

DEPARTMENT: Royal Collection Trust

SECTION/BRANCH: Retail

LOCATION: Stoke Office, Staffordshire

REPORTING TO: Head of Central Retail

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 eight permanent and two seasonal onsite shops, through select 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.

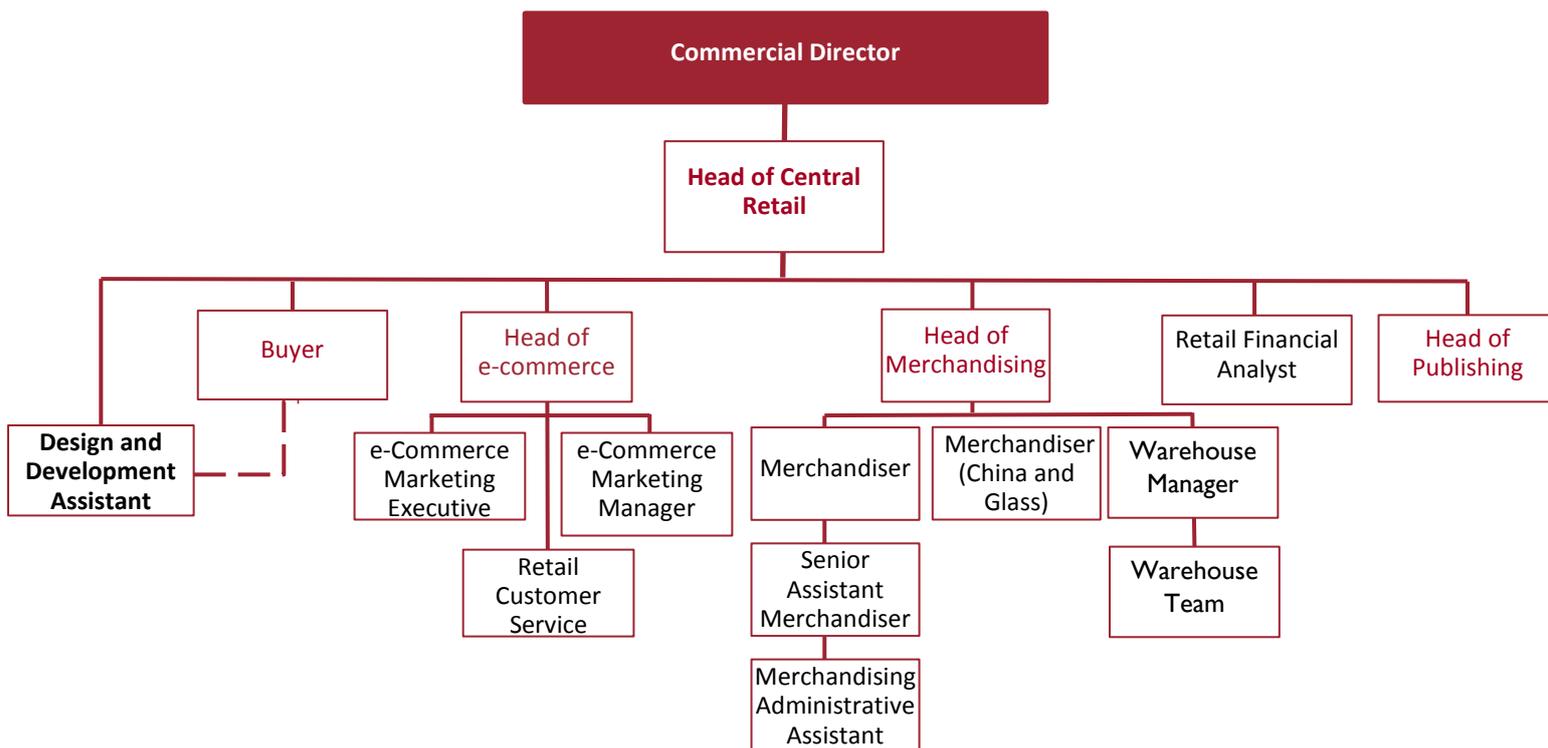
Organisational Chart



Royal Collection Trust, York House, St James's Palace, London SW1A 1BQ
T. +44 (0)20 7839 1377, F. +44 (0)20 7839 8168, 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.

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Job Purpose

To support the activities of the china & glass design, development and planning function, by providing both creative and administrative/logistical support to ensure that high standards are consistently maintained.

Principal Accountabilities

Product Development Support

To assist the Head of Central Retail and Buyer in the design, and development of potential new retail products from initial conception through prototyping to finished product

To develop a deep understanding of and monitor current RCT product range, identify potential gaps or missed opportunities and suggest appropriate new products to sit alongside the existing offer

To carry out internal and external market research to benchmark our product range and price points against selected competition for presentation to Senior Management on a regular basis

To help drive new products through the development process by working collaboratively with key suppliers to maintain critical paths and launch deadlines



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To maintain and update existing range plans, ensuring that deadlines are made and met by all stakeholders including colleagues and suppliers alike

To be a point of contact for product queries, designers and suppliers, both potential and existing, and to deal with all incoming correspondence in a timely, professional and effective manner and to escalate, where necessary, any queries to the Head of Central Retail

To maintain cordial and professional existing supplier working relationships and build and develop new contacts within the industry

Production Control Support

To support the Head of Central Retail and China & Glass Merchandiser in all aspects of their roles relating to the China & Glass buying, production and sourcing process

To be a liaison for the Stoke Office, Customer Services Team and Warehouse in relation to customer queries, repairs and replacements and to communicate these to the relevant suppliers where necessary and maintain accurate tracking records

To keep all supplier returns and replacements on track, and ensure that delivery dates for these are communicated to the Customer Services Department and Warehouse in an effective manner

To work with the Head of Central Retail and Merchandiser to maximise factory throughput in order to minimise potential stock outs on key lines and manufacturing loss

Merchandising Support

To assist in the placing of purchase orders for initial buy and repeat orders of stock as required, using the computerised merchandising system alongside the China & Glass Merchandiser and Production Controller

To support in the regular monitoring of both available and 'on order' componentry to ensure that all live product orders have the components required for completion whilst maintaining tight stock control and 'turn'

To assist and support the process of booking in and receiving/deliveries of third-party china related componentry (lithos, gift boxes, white ware, inserts etc) using the purchase order system

To liaise with componentry suppliers as required to ensure delivery deadlines are met and escalate any potential issues to China & Glass Merchandiser/Head of Central Retail

To regularly monitor stocks of items such as tissue, inserts, barcodes etc. to ensure that adequate stocks for both existing and forecast requirements are readily available



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To assist with weekly report running and ad hoc requests to support the team, providing accurate information, including a monthly contribution to the retail newsletter

To support the Royal Collection, Stoke Office in the preparation and submission of both interim and year end stock takes

Job Dimensions

The job holder has no line management or budgetary responsibility.

Decision Making Responsibilities

The post-holder is expected to resolve most day-to-day issues in the course of duty but would refer to the Head of Central Retail or China & Glass Merchandiser regarding more complex issues.

Practical Requirements

The post-holder will primarily be based at Royal Collection Stoke Office, and the standard working hours are 37.5 per week, Monday to Friday. Due to the nature of the role flexibility will be required and the post-holder may be required to travel to other royal residences and customers/suppliers for meetings and events.

Person Specification

Essential

- Educated to degree level or equivalent
- Relevant experience within a retail product development environment, with existing knowledge or keen interest in the China and Glass development and production process
- A degree of commercial awareness and understanding of the importance of the links between design, product development and manufacturing within a high end brand-led market
- Methodical and organised, with the ability to prioritise a busy workload to meet deadlines
- Excellent IT skills and good working knowledge of MS Office programmes, particularly Excel
- Excellent numeracy and administration skills, with attention to detail and ability to draft reports
- Good verbal and written communication skills, with the ability to communicate in a confident and friendly manner
- Professional, confident and engaging verbal communication and interpersonal skills, with the ability to build relationships with a wide range of internal and external stakeholders.
- Proactive and with lots of initiative, able to work independently without constant supervision
- Able to work flexibly and collaboratively as part of a small and agile team
- A willingness to undertake duties outside of core job role in order to support colleagues



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Desirable

- Existing contacts within the design, product development and china production industries



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