

IT and Web Assistant

Full-time

£27-30K

The Royal School of Needlework is the international centre of excellence for the art of hand embroidery. Based at Hampton Court Palace, the RSN is a dynamic organisation with Degree, Certificate, Diploma, short course and exhibition programmes as well as a Studio for hand embroidery commissions and conservation.

Working closely with our IT Manager, this is a new role to support day-to-day website and internal data operations across a number of departments. The post holder will work throughout the organisation, providing initial support to our Retail, Education, Marketing, Friends and Finance colleagues as well as to our students. The IT and Web Assistant will also take on responsibility for general updating of the RSN website.

This is primarily a data-handling, content and administrative role, not a pure-play 'IT support' role for supporting computers or applications. The role will involve assisting departments with data handling and reporting tasks, investigating and resolving customer website issues, and helping to co-ordinate and resolve other day-to-day IT needs.

This is a wide-ranging role suitable for someone who enjoys an investigative and proactive hands-on approach to solving content and data tasks and problems, is comfortable understanding day-to-day needs and translating them to online and IT deliverables and working in a busy cross-team environment with non-IT stakeholders.

You will be comfortable with using IT core applications notably spreadsheets (including importing and manipulating text data), using databases, basic graphics editing for online usage, cloud computing, and website content management (preferably with some level of ecommerce/retail shop experience).

Required:

- Comfortable (at least intermediate level) knowledge of core IT applications including Microsoft Office (Word, Excel, PowerPoint, Outlook).
- Using Microsoft Windows 10 and/or Macintosh operating systems for day-to-day work.
- Familiarity with basic data manipulation in Excel – e.g. importing/exporting text data (CSV files), sorting and filtering, updating data using formulas and lookups, formatting cells.
- Basic image editing for online purposes – e.g. cropping/resizing, changing resolutions, brightening, colour correction, image file formats.
- Experience with uploading and content to a website using a CMS and managing website structure in terms of pages and links. Checking and, if needed, lightly sub-editing content being uploaded to house style or to fit.
- Comfortable using databases – e.g. Customer Relationship Management (CRM), or other databases – and an understanding of database structure, table relationships and how data is used/stored.
- Able to take a proactive approach to working in a cross-team environment with non-IT staff and stakeholders, and coordinating requirements and resolving issues.
- Curiosity and willingness to understand how to best handle and present data, how systems and processes work and how to improve them.

Useful:

- Experience of using and managing **WordPress** website CMS and/or **WooCommerce** in an online shop/store/retail environment, including stock control and inventory management.
- Basic understanding of core web technologies such as HTML, CSS and responsive design. Knowledge of development tools such as PHP and git a bonus but not a current requirement for this role.
- Experience of database technologies, report creating, SQL, relational database structures.
- Familiarity with Microsoft Teams and/or Microsoft Onedrive.
- Using Zoom for meetings and webinars.
- Basic video editing experience – e.g. for trimming and titling webinar recordings.
- Writing and/or updating simple 'how to' guides and notes for non-technical users.
- Level 1 support experience of Windows and/or Macintosh operating systems for assisting in IT support issues (note: this is not an 'IT support' role, but experience is very useful).

Job responsibilities

- For Retail you will upload new products including preparing images, and work with the IT manager and Retail Manager on stock levels and automated just in time ordering.
- For short courses, day classes and bespoke classes you will upload the details of new courses specially with the required attention to detail in order to cater for the different combinations of courses and time zones.
- For Marketing you will help with updating the website and assist with data analysis.. Some experience of web technologies such as HTML and CSS would be beneficial here.
- For online talks you will upload the programme and may be asked to 'host' webinars from a technical/operator standpoint.
- You will import, export and manipulate data, create reports and other materials for finance and management as well as the above teams and departments.
- You will investigate and solve issues such as booking or sign-in difficulties. You will field, resolve or escalate data anomalies and incorrect data capture, and other customer and internal technical website and database issues.

This role will deputise for the IT Manager in their absence providing cover day-to-day issues.

Some out of office hours working may be required for which time off in lieu will be given. This role will be based at our offices at Hampton Court Palace.

Please send your CV and covering letter, including why you are appropriate for the position, to steve.moore@royal-needlework.org.uk. Applications will close on Monday 25 October at midday.