

IT Assistant

Closes for applications 15th January 2024



Full-Time 35 hours per week

Based on-site at Hampton Court Palace

Salary: £25,000 - £28,000

Benefits:

- 31 days holiday a year including bank holidays and three between Christmas and New Year.
- Contributory pension through a salary sacrifice scheme to which the company contributes 5%.
- Discount in the RSN shop

To apply

Please send an up-to date CV of no more than 2 sides and a covering letter to our retained consultant Recruitment Revolution <https://www.recruitmentrevolution.com/vacancies>

JOB SCOPE AND BRIEF

Based at the magnificent Hampton Court Palace, the Royal School of Needlework is a registered charity and the international centre of excellence for the art of hand embroidery. We offer a thriving education programme for everyone from beginner to degree level. We teach online and onsite at venues across the UK and internationally in America and Japan.

We offer teaching and leisure classes ranging from undergraduate degrees to day-classes held on-site and online. Our renowned Embroidery Studio creates stunning bespoke embroidery for fashion, art and royalty, as well as expertly restoring and conserving valuable and historical embroidered pieces. We also offer an online and onsite shop that stocks a full range of embroidery kits and merchandise.

We are recruiting an IT Assistant, who will work closely with and report to the IT Manager to support the day-to-day website and internal data operations, across several critical departments including Retail, Education (short courses), Marketing, RSN Friends and Finance.

This role is suitable for someone who enjoys an investigative and pro-active 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 online retail/shop experience).

Main job purpose:

Supporting RSN department in matters related to IT and Digital Services and providing data reports as required to enable delivery of various objectives ranging from digital and IT transformation, sourcing new products or courses and providing the data for business planning.

Main Duties

Updating the RSN website, 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 and issues.

Upload new retail products including preparing images, and work with the IT manager and Retail manager on stock levels and aid with just in time ordering.

Uploading of short-courses and the International Summer School which requires attention to detail.

Update the website and some data analysis and generally ensuring the website keeps looking updated and dynamic. Some experience of web technologies such as HTML and CSS would be beneficial here.

Upload the On-Line Talks programme and may be asked to 'host' webinars from a technical/operator standpoint.

Sub-edit text copy, edit (e.g. resize, crop, etc) images, upload content to the website and design/create new web pages (within the context of our site design)

Import, export and manipulate data from various systems, create reports and other materials for Finance and management as well as the above departments.

Investigate and solve issues such as customer purchase, booking or sign-in issues from the website, data anomalies and incorrect data capture, and other customer and internal technical website and database issues.

Provide 'hands on-site' IT support and co-ordination (i.e. assisting and supporting the IT Manager) for investigating level-1 IT problems and resolving issues with staff, students, tutors and other RSN contacts.

Administer and update content on our internal web/intranet systems and with client based systems

Assist with various day-to-day IT administrative task, such as setting up new users and installing software.

You will also deputise for the IT manager in his absence dealing with day-to-day issues.

Essential Requirements

Comfortable (at least intermediate level) knowledge of core IT applications including Microsoft Office (Word, Excel, Powerpoint, Outlook etc).

Using Microsoft Windows and/or macOS 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 charts and pivot tables, etc.

Basic image editing for online usage – e.g. cropping/resizing, changing resolutions, brightening, colour correction, image formats (JPG, PNG, etc) and so forth. Photoshop or equivalent.

Experience with uploading and management content to a website using a Content Management System (CMS) and managing website structure (pages, links, etc). Checking and, if needed, lightly sub-editing content being uploaded to suit or fit.

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.

A proven pro-active approach to working in a cross-team environment with non-IT staff and stakeholders, and co-ordinating requirements and issues.

Curiosity and willingness to understand how to best handle and present data, how systems and processes work and how to improve them.

Microsoft Teams, Sharepoint, and Onedrive, Microsoft 365 and/or Active Directory administration for user accounts, group setup, etc.

Using Zoom & Teams for meetings and webinars

Desirable Requirements

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.

Basic video editing experience – e.g. for trimming and titling webinar recordings, etc

Writing and/or updating simple 'how to' guides and note for non-technical users.

Level 1 support experience of Windows and/or MacOS operating systems for assisting in IT support issues (note: this is *not* an 'IT support' role, but experience is very useful).