

Royal School of Needlework

Director of Staff and Customer Engagement

Closing Date 31st January 2024



Salary Range: £57k-£59k

Full-time position 37 hours per week

22 holiday days + bank holidays and 3 Christmas closedown days.

To apply: please contact our retained consultant at <https://www.recruitmentrevolution.com> with your curriculum vitae and a two page covering letter explaining how you will undertake this role.

Background

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.

Alongside our teaching, 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.

This is an exciting and rewarding position and requires someone with a broad skill set, taking on a wide range of responsibilities, to support the Chief Executive and the RSN in delivering the strategic plan.

Purpose

The organisation has grown and now needs to bring in someone with responsibility for all HR functions and especially developing engagement with our core internal teams: Staff, Tutors and Professional Embroiderers as well as with our customers and donors. Although a seat on the senior management team, the role will be hands on with some admin support.

Responsible for all HR activity and internal and external engagement, and line manage our Marketing, the Retail operation and Operations Assistant.

Functional Responsibility

- HR Management
- Health and Safety
- Marketing
- Premises and Facilities Management
- Contract Negotiation and Tendering
- Onsite and Ecommerce Retail Management
- Policy Development and Implementation
- Budgets

Given the variety of responsibilities in this role the organisation does not expect to find a candidate who is an expert in all disciplines. An individual's ability to listen, learn, work with others, and seek advice where appropriate, is just as important.

Over the next couple of years there are many projects to deliver, from the development of our Staff and Tutors Engagement Programmes to the consideration of the premises we occupy, so part of your role will be project management.

The Person

The successful candidate will need to be comfortable operating at all levels of the organisation and be adept at building relationships both within the organisation and with our partners. The capacity to work across teams at both a strategic level, as well as be operationally hands on, is critical to this role. The post holder will need to work with the Director of Education so marketing and education work seamlessly together to deliver offers that meet customer needs and wants

The RSN is open-minded to background and range of experience, and we also encourage applications from outside the charity sector as there are many commercial roles with directly transferrable skills. Whatever your background, you will share our vision, have a genuine passion for HR and operations, and a flair for just making things work and ensuring tasks get done in a timely manner to achieve overall objectives.

Job Description

Reporting to: Chief Executive

Direct reports: Retail Manager, Head of Marketing, Operations Assistant

Main Purpose

- To manage all HR and H&S activity across the organisation
- To ensure the effective management of RSN operations
- To be an active member of the Senior Management Team and work with internal and external stakeholders to move forward key projects.

Areas of Responsibility

HR and Staff Engagement

- Undertake all aspects of HR management.
- Manage relationships with external advisors and ensure the charity receives best quality/value available.
- Work with Trustees to draft, develop and update policies and oversee their implementation.
- Work with Trustees and CE on the cultural development of the organisation.
- Work with colleagues to develop Staff Engagement Plans
- Act as an initial point of advice/guidance for colleagues dealing with staff issues.

Health & Safety

- Undertake all aspects of H&S management using external advisors where necessary.

Marketing

- Oversee our marketing team to ensure we are anticipating and meeting the needs and wants of the customers

Retail and Ecommerce

- Responsible for all commercial and marketing aspects of the retail shop and ecommerce offer.

Premises

- Manage lease renewal/negotiations for premises and the organisation's day-to-day relationship with Historic Royal Palaces.
- Ensure effective use of the charity's office space and consider other space options as part of future development.
- Oversee the annual insurance review working with our brokers to ensure cost-effective coverage.

Operations

- Chair the weekly Operations meeting to ensure an overview of all RSN activities.
- Apply working knowledge and understanding of current trends and best practice across relevant areas.
- Deputise for the CE when required and take on additional tasks as needed.

Experience and Skills

	Essential	Desirable
HR experience including recruitment, policies, procedures and staff engagement.	*	
Line management experience at a senior level	*	
Experience of working with, and building constructive relationships with, many stakeholders internally and externally	*	
Health & Safety Management in a complex organisation	*	
Policy Development and implementation	*	
Corporate Insurance management		*
Knowledge of HE/FE environments		*
Project planning and management		*

Space planning and management		*
Retail Management (online or physical)		*
Senior Management experience		*

Personal Qualities: Calm, Strong Relationship Building Skills, Good Communicator, Sound Negotiation Skills, Can-do attitude.