

**Systems Architect  
Digital Department  
Up to £65,000 plus attractive benefits**

The Royal Academy is in a period of significant transformation. As we approach our 250<sup>th</sup> anniversary in 2018, major investments are being made in our physical and technical infrastructure, our public programme and our engagement with current and new audiences.

We are in the early stages of delivering a radical new digital and technology strategy for the RA. Placing the user at the heart of all our work, utilising the latest technology and developing exciting new digital products – this is a thrilling time to be involved in this transformation.

We want both to transform the digital experience for our audiences, and use our customer and business data to serve those audiences effectively, and attract new customers. We want to implement sophisticated CRM and scheduling systems, and improve our core business systems and databases.

To do this, we are looking for an experienced Systems Architect, who ideally has at least 5 years' experience and a bachelor's degree in science, engineering, business management or similar.

To be successful you will also have a mixture of IT, technical and business systems expertise, together with strong analytical and business-focussed skills and the ability to take a holistic, architectural view. You will lead on our key business systems architecture, providing clear strategic technical direction, guidance and leadership in the selection and adoption of new technologies, data management and reporting strategies.

You will have sound commercial acumen to ensure the selection of solutions meets the desired business outcomes – ones that will significantly enhance RA revenues, including ticketing software solutions, fundraising databases, ecommerce and membership management. You will need strong negotiation skills to ensure best value for the RA.

You should combine passion for digital best practice and emerging technologies with a proven track record of designing and implementing technology solutions. You must demonstrate experience of managing medium to large projects on time and in budget. You must be able to communicate ideas with both technical and non-technical audiences and build relationships with both internal and external stakeholders.

To find out more about the role, please visit our website [www.royalacademy.org.uk/careers](http://www.royalacademy.org.uk/careers)

To apply, please send your CV with a covering letter, outlining how you meet the criteria to [recruitment@royalacademy.org.uk](mailto:recruitment@royalacademy.org.uk)

Candidates meeting our criteria will be invited in for interview. If you do not hear from us within 10 days of application, please assume you are unsuccessful on this occasion.

## JOB DESCRIPTION

**Job Title:** Systems Architect  
**Department:** Digital/Technology  
**Reports to:** Head of Digital

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### Main objectives

- Lead on key business system architecture, providing clear strategic technical direction, guidance and leadership in the adoption of new technologies, data management and reporting strategies, and industry best practice.
- Scope, procure and implement sophisticated CRM and scheduling systems as part of the RA's digital strategy, aiming both to transform the digital experience for our audiences and ensure that customer and business data is integrated to serve them most effectively.
- Ensure innovative and integrated processes and technical solutions are delivered to support the changing needs of the business.

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### Key Responsibilities

#### *Creating technical architecture models based on business need and user research*

- Work with RA management and stakeholders, lead the creation of the architecture vision, data strategy and implementation governance for core business systems, with initial emphasis on ticketing, CRM, scheduling and development (fundraising) functions
- Identify innovative technical solutions and developments that support business process efficiency and effective provision of critical management information
- Advise RA management and the wider business organisation on advances in technology or new innovative technical solutions to improve overall business performance
- Oversee the implementation of this vision by guiding work delivered through projects and as business as usual

#### *Proposal and implementation of technical roadmaps*

- Design data & solution architecture reference models for business systems, based on business vision, needs and concerns
- Create and maintain the technical roadmaps for all relevant technology platforms and

systems in conjunction with key stakeholders in the business, key suppliers and any in-house systems experts

- Develop and deliver information architecture and supporting data models to enable efficient internal processes and delivery of corporate and customer data for critical business functions, information insights and analytics
- Lead the research and evaluation of potential new software and suppliers. Make appropriate recommendations based on both technical and commercial evaluation criteria

#### *Project Work*

- Ensure that innovative and appropriate technical solutions are provided for the RA's business needs
- Work with Finance and Strategy teams to create investment proposals for any new technical solution
- Create high level estimates (time and cost) for implementation and support of proposed solutions
- Run RFI and RFP processes to select vendor solutions alongside the RA Procurement team
- Create and document the architecture for projects ensuring that they are consistent with both the high level business vision and more detailed process and data requirements
- Provide Project Managers and others in Technology and Digital with guidance on the project work. Ensure solutions are implemented in line with the architecture vision, business requirements and best practices
- Work closely with developers and external vendors to ensure proper implementation
- Assist in negotiation of contracts and prices with vendors and suppliers
- Source specialist temporary technical resource where required on a project
- Identify any areas of risk or uncertainty within the project that require de-risking (proof of concept or investigation work in elaboration)
- Ensure that external legislation, such as security, are observed and complied with in solutions implemented
- Identify common components, processes and data and ensure they are developed efficiently and reused on future projects

#### *Staff leadership and development*

- Provide effective leadership, management, recruitment and development of the architecture and databases support function within Digital and Technology
- Provide leadership and drive to ensure that this function consistently meets its objectives on time, to budget, and to quality standards agreed
- Ensure that the function establishes and maintains a good working relationship with all other relevant functions within Digital and Technology and business teams
- Monitor and increase the architectural functional maturity of the team

#### *General*

- Undertake any other duty which may reasonably be allocated by Head of Digital or other senior officer.
- Make sure that Health and Safety policies, procedures and regulations are known, understood and complied with by yourself, your colleagues, contractors, suppliers and all others who work with the team.

## PERSON SPECIFICATION

### Knowledge & experience

#### Essential

- Ideally 5 years' experience of similar systems architecture projects
- Bachelor's degree in science, technology, engineering, business management or similar
- A proven track record of designing and implementing technology solutions
- Experience of developing business system requirements and use cases
- Able to share and communicate ideas to both technical and non-technical audiences in clear, concise language
- Experience of managing medium to large technology projects
- Broad experience of technology solutions: ERP, CRM, sales order processing, etc.
- Experience of application architecture (particularly cloud/SaaS) and security

#### Desirable

- Experience of effecting/enabling digital and technology transformation within an organisation
- Experience of working within the Arts sector
- Knowledge of all or some of the following technology platforms: ENTA, Raiser's Edge, Tessitura, Artifax, Adestra, Salesforce.com, Magento, Sun Finance

### Skills & aptitudes

#### Essential

- Researching and recommending options for technical solutions
- Running user workshops/interviews
- Documenting system requirements and business processes
- Building/maintaining project and test plans
- Stakeholder communication
- Database design

#### Desirable

- Web services messaging and transports (e.g. SOAP, REST)
- XML standards including WSDL, XSD, XSLT
- Security standards (e.g. HTTPS/SSL)

#### Attributes

- Technical vision and ability, yet be adept at handling vendors and building relationships with people in the organisation
- Combine quality and delivery focus with necessary pragmatism to meet time and budget restrictions
- Commitment to user-centred design and agile development
- Delivery and outcome focused: the role's success will be measured on overall systems architectures delivery and projects successfully delivered to the organisation
- Professionalism: excellence, responsibility, leadership
- Passionate about new technologies