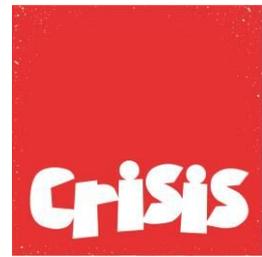# Job Description

|	
Job title:	Retail Technology Analyst
Department:	Enterprise and Innovation
Reporting to:	Head of Retail
Salary:	£41,500 per year
Hours:	35 per week
Location:	Any UK location willing to travel to London HQ
Contract type:	Permanent

Aim and influence

- Working for the Entrepreneurship team at Crisis (responsible for retail, café's, e-commerce, and innovation) provide the technical expertise to advise, support and enable the use of technology (notably retail technology such as EPOS and E-Commerce) as well as the management of data (and documents).

- An internal focus helping digitise, dataify and automate shop and e-commerce warehouse operations for the benefit of staff/volunteers (and ultimately our supporters)

- Act the as Crisis in-house expert on the EPOS and E-Commerce platforms supporting usage, integration, new product features and development as required.

- Acting as a bridge between digital, data and technology teams helping ensure alignment with Helpdesk, ways of working, corporate tooling and due process.

Together we will end homelessness

Organisational chart
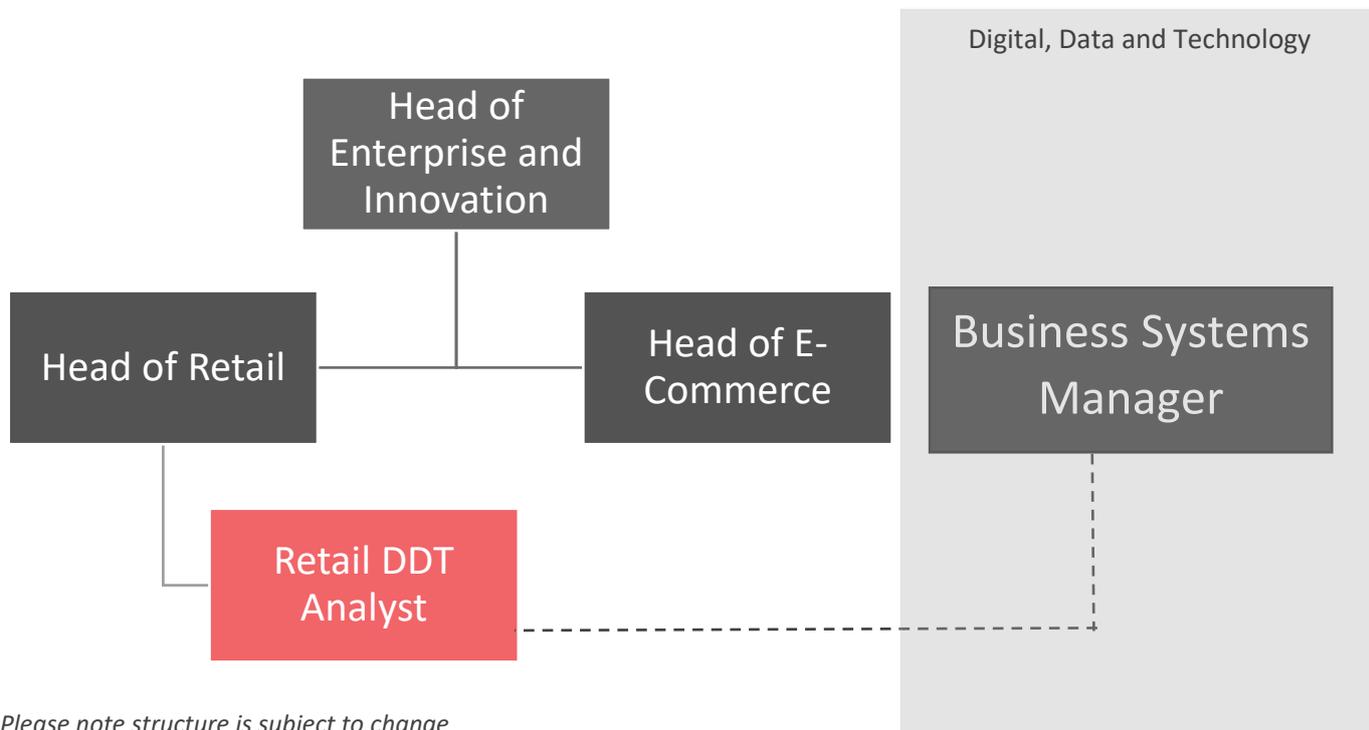
Please note structure is subject to change

Role would have dotted line to Business Systems Manager

Job responsibilities

- Responsible for day to day digital, data and technology operations across the breadth of the Enterprise team including Crisis shops, warehouse, furniture and hospitality (café's) premises across UK.

- Although part of the retail/e-commerce team you are also responsible for alignment with corporate digital, data and technology functions specifically in terms of integrations, data flows, architecture, cyber-security, data protection and staff support.

- Working as part of the Helpdesk you will be responsible for retail, furniture, hospitality and e-commerce staff support and operational maintenance of retail technology (e.g. software upgrades for tills, e-commerce integrations).

- Working as part of an agile team you will also have responsibilities supporting digital and data development of the retail/e-commerce systems such as adoption of new till functionality, further automation of gift aid processes and other emerging needs

- You may be required to support innovation (e.g. support testing of new technology (if associated with the retail space)).

- You will support design and implementation of new shops and "pop up" shops.

- You will act as the technical point of contact for all technology, data and digital 3rd party suppliers such as the POS vendors and E-Commerce platform to help assess new features, updates or engage with 3rd party support.

- In a retail context you will help improve the efficiency of shop operations through standardisation, analysis of shop processes and adoption of new features or technologies.

- In an E-Commerce context you will help ensure the E-Commerce platform is properly integrated into wider Crisis architecture by helping design (optionally build) and manage integrations and data flows between EPOS, E-Commerce, CRM, CDP and VMS especially in respect of supporter and product data.

- In a Data and Technology context, you will assist in clarifying business needs, with an understanding of the existing technology landscape, helping to co-produce solutions to business problems through defined governance structures.

- You will be responsible for the creation and maintenance of relevant documentation to support the effective management and use of Enterprise business systems, such as process and data flows, entity relationship diagrams

- You will act as Crisis primary internal expert in terms of our till systems, gift-aid solutions and E-Commerce business system and stay up to date with vendor and market evolution.

General responsibilities

- Help provide effective, targeted support of overall retail and e-commerce success by understanding Crisis retail strategy, capabilities and audience and associated retail/e-commerce operations.

- Ensure alignment with corporate digital, data and technology by understanding corporate standards, governance, service models and capabilities.

- Working across the Enterprise team, you will be an exemplar of best practice in the use and engagement with data, digital and technology. Modelling a positive approach to change and user-led development.

- Play a role in developing understanding and awareness of good technology, data and digital practices in the retail space ensuring that appropriate consideration of the risks and effort is incorporated into all planning and discussions.

- Working with business analysts and head of retail and e-commerce understand and agree ways operations can be improved, automated, measured and feed this back into corporate digital, data and technology functions.

- Develop an understanding of homelessness, Crisis' aims, values (including equality and social inclusion), ethics and apply them accordingly.

- Actively encourage and support member involvement within Crisis

- Develop an understanding of homelessness and Crisis' aims

- Follow Crisis policies and procedures, including health and safety

- Carry out other reasonable duties that may be required

Person Specification

Essential

1   Knowledge of POS systems, tablets, hand-held devices, payment solutions, customer counting solutions, security and network devices.

2   Good knowledge of POS/EPOS systems, across all areas of design, implementation and support, ideally within a retail environment.

3   Good knowledge of E-Commerce systems especially in respect of administration, integrations and data management.

4   Good knowledge of retail (shop) operations (ideally boutique or charity shops) and how easy to use technology and data can make day to day work more efficient whilst improving customer experience.

5   Good knowledge of online marketplaces and third-party platforms.

6   A solid understanding of both the regulatory and legal compliance associated with E-Commerce and EPOS operations; Gift Aid, VAT, and Data Protection/governance for example.

7   Business analysis skills able to match product functionality to real operational need.

8   Able to travel, spend time in shops or warehouse, engage with Crisis staff and volunteers in terms of support, training and ongoing improvements.

9   Commitment to Crisis' purpose and values including equality and social inclusion

Desirable

10 Have worked as part of an Agile delivery team.

We encourage applications from all sections of the community and particularly from people who have lived experience of homelessness.

Supporting your application

Thank you for your interest in working for Crisis.

Before you apply, please take a moment to read through the frequently asked questions below which are designed to support your application and help you understand our recruitment processes.

The person specification requires a qualification or experience that I do not have. Is it still worth me applying?

The person specification has the key knowledge, skills, experience or behaviours needed to carry out the job successfully and you will be scored based on any information you provide. If you don't quite meet the criteria, for example if you have an understanding of something rather than experience of doing it yourself, you may still pick up points for explaining your understanding or how you might approach it. However, some of the person specification points, for example specific qualifications, are critical to the role so if you don't meet those requirements, you are unlikely to be shortlisted.

Can I apply by sending my CV?

Occasionally we accept CVs and a covering letter but only if this is requested in the advert for the post. We don't accept speculative applications or hold CVs on file.

What should I do if I can't complete an online application?

If you would like to apply in a different format, for example in a Word document, because you are unable to use the online process, please contact the Recruitment Team jobs@crisis.org.uk It is helpful if you provide details of your requirements or suggestions about how we might best support you to apply so that we're able to consider alternatives.

How can I maximise my chance of being shortlisted?

It is important that you complete all sections of the online application form to ensure that the recruiting panel understand your interests, skills, behaviours, knowledge and experience.

Shortlisting is mostly based on the information you provide in the assessment form section.

A strong application will also be in line with the Crisis Values that you can find on our website.

Please note! If you don't provide full responses against the person specification points, the panel won't be able to score your application fully and it will be unlikely there is enough information for you to be shortlisted.

How quickly will I know if I have been shortlisted?

Every recruitment campaign will be different depending on how quickly the shortlisting panel can review applications but if you have not been shortlisted, you will receive an email from us confirming that.

If I am not shortlisted, can I get feedback on my application?

Unfortunately, we are not able to offer feedback on your application if you are not shortlisted for interview.

Can I get feedback after my interview?

We appreciate that information about where you did well or less well can be useful, so if you are not successful following interview we are able to provide feedback.

Will you notify me of future vacancies?

Once you have registered via Crisis Jobs Online, you can sign up to receive notifications of new vacancies based on the criteria you select. We also recommend that you check our website regularly for details of new vacancies.

I recently applied for a role and was not successful, but have seen the role re-advertised. Is it worth me applying again?

If the gap between advertising has been short, we would normally advise that candidates need not apply again, unless you have re-written and enhanced your application. Some examples might be that you have strengthened your examples using the STAR technique above.

Crisis Jobs Online

I have typed my personal statement answers into the online form, but it won't let me save them. What should I do?

There is a word limit of 400 per answer so it could be that you have exceeded the limit and that is what is preventing you from saving your work.

I filled in the personal statement section and tried to save it/submit it. However, it wouldn't do this and my information was lost. Is there any way to retrieve it?

You are encouraged to record your answers in a Word document first before copying and pasting your answers into the online application form, using the keyboard shortcuts Ctrl + C to copy and Ctrl + V to paste. The application form has a strict time out limit and so if you take longer than that limit you will lose your work and we are unfortunately not able to retrieve it.

Where can I get help?

If your query has not been answered above, you can contact the Recruitment Team jobs@crisis.org.uk for support.