



## JOB DESCRIPTION

ROLE DETAILS	
Job title	Assistant Digital and IT Manager
Reporting to	Head of Digital and IT
Contract	Permanent, full-time
Start date	ASAP
Location	Hybrid

JOB PURPOSE
<p>The Responsible Jewellery Council (RJC) is the world’s leading sustainability standard-setting organisation for the global jewellery and watch industry. With over 2,000 members across the entire supply chain – from mining to retail – we are committed to advancing responsible business practices and improving trust across our sector.</p> <p>Digital systems and information technology are vital to our ability to deliver value to members, and we are looking for a hands-on, solutions-orientated digital and IT professional to assist in the development of the Responsible Jewellery Council’s (RJC) IT infrastructure and digital systems. The <b>Assistant Digital and IT Manager</b> will help to ensure that our digital estate is secure, compliant, scalable and responsive to the needs of our growing, global membership.</p> <p>Working closely with the Head of Digital and IT – and across the organisation – this role supports operational excellence through the effective implementation and ongoing development of our digital tools and platforms. You will act as a skilled, internal service provider, independently supporting teams and stakeholders of varying technical abilities with the digital solutions they need to succeed, while also helping to offer solutions and training, introduce innovations and best practices that keep us at the forefront of digital and IT development.</p>

ROLES AND RESPONSIBILITIES	
<p><b>Digital Transformation</b></p>	<ul style="list-style-type: none"> <li>• Provide integral support to the Head of Digital and IT in key RJC digital transformation and IT development projects, taking the lead on such projects when required.</li> <li>• Maintain and follow robust RJC and professional body project management and data governance/compliance processes, providing viable, workable and appropriate suggestions for continuous improvement.</li> <li>• Take the lead in establishing, managing and delivering a new Digital Skills Audit project.</li> </ul>
<p><b>Systems Optimisation and Administration</b></p>	<ul style="list-style-type: none"> <li>• Review and improve the use and capabilities of key RJC systems, including:               <ul style="list-style-type: none"> <li>○ CRM</li> <li>○ Website</li> <li>○ CMS</li> <li>○ Portals (Members and Auditors)</li> <li>○ Integrations, including with the Finance system</li> </ul> </li> </ul>

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	<ul style="list-style-type: none"><li>○ Microsoft 365, including SharePoint and Teams</li><li>○ AI, especially Microsoft Copilot</li><li>● Provide IT System Administrator duties for the above key digital systems.</li><li>● Be responsible for the creation, upskilling and training of new departmental superusers internally.</li></ul>
<b>Business Analysis</b>	<ul style="list-style-type: none"><li>● Assist in carrying out and/or organising requirements gathering, including workshops and 1-2-1s.</li><li>● Contribute to 'as-is' and 'to-be' process mapping using Visio.</li><li>● Assist in defining benefits and prioritising requirements.</li></ul>
<b>Helpdesk Management</b>	<ul style="list-style-type: none"><li>● Assist in the design, implementation and review of a new IT support ticketing system.</li><li>● Manage the resulting new RJC IT Support helpdesk.</li><li>● Monitor ticket volumes, categories and resolutions etc., creating reports for the Head of Digital and IT and other key stakeholders.</li><li>● Proactively seek out ways to reduce ticket volume, increase self-service and improve the overall offering to RJC staff and Members.</li></ul>
<b>Testing</b>	<ul style="list-style-type: none"><li>● Provide support and ensure best practice during UAT and other testing.</li><li>● Robustly keep the system used for development and testing up to date, making suggestions for improved reporting, dashboards etc.</li></ul>
<b>Training</b>	<ul style="list-style-type: none"><li>● Produce FAQs and other training materials, in conjunction with Education and Learning, and department heads.</li><li>● Work with the wider business to help create SOPs (Standard Operating Procedures) and other learning materials.</li><li>● Develop learning and development plans as part of the Digital Skills Audit project.</li><li>● Assist in identifying training needs for the new departmental superusers and end-users.</li></ul>
<b>IT Operations</b>	<ul style="list-style-type: none"><li>● Work as and when required with the Executive Office and outsourced IT managed services provider on:<ul style="list-style-type: none"><li>○ IT systems onboarding and offboarding</li><li>○ IT equipment</li><li>○ Asset register</li></ul></li><li>● Contribute to ongoing review of day-to-day IT operations, such as quality of user data, SharePoint usage, form digitisation etc.</li></ul>
<b>Change and People Management</b>	<ul style="list-style-type: none"><li>● Develop and maintain strong, trusted working relationships with RJC staff, our members and our suppliers/partners.</li><li>● Help to establish the Digital and IT department as an integral supporting and enabling function of the RJC.</li><li>● Assist with developing a robust change control and change management process.</li><li>● Deputise for the Head of Digital and IT in his/her absence.</li></ul>



PERSON SPECIFICATION	
<b>Essential Experience</b>	<ul style="list-style-type: none"> <li>• Proven, successful track record demonstrating significant involvement with digital transformation projects and/or systems.</li> <li>• Significant experience in using and/or implementing CRM systems.</li> <li>• In-depth knowledge of websites, content management systems and relational databases.</li> <li>• Experience or knowledge of IT Helpdesk and IT service management.</li> <li>• Skilled in digital problem-solving, user experience and internal service delivery.</li> <li>• SFIA Level 5 or equivalent direct experience in Project Management, Business Analysis and/or Change Management.</li> <li>• Experience working with third-party vendors and support partners, liaising independently.</li> </ul>
<b>Desirable</b>	<ul style="list-style-type: none"> <li>• Direct experience with any of the following:               <ul style="list-style-type: none"> <li>○ Dynamics 365 CRM</li> <li>○ WordPress</li> <li>○ Sitefinity</li> <li>○ Web portals</li> <li>○ DevOps</li> <li>○ Jira</li> <li>○ SharePoint</li> <li>○ Copilot</li> </ul> </li> <li>• Experience of integration with third-party data sources and systems.</li> <li>• Experience of membership or other NfP organisations.</li> <li>• Membership of a relevant professional body, such as the Association for Project Management, BCS – The Chartered Institute for IT etc.</li> </ul>
<b>Key Skills and Competencies</b>	<ul style="list-style-type: none"> <li>• Self-starter, able to work autonomously and generate work, while also being part of a wider team.</li> <li>• Comfortable with ambiguity and able to adapt to change within a dynamic environment.</li> <li>• An excellent communicator, able to develop positive relationships through written and verbal communication.</li> <li>• Clear and concise written and spoken communication, with strong attention to detail.</li> <li>• Collaborative problem-solver, who listens well and translates needs and requirements into solutions and benefits.</li> <li>• Proactive and adaptable, able to manage and deliver on competing priorities, always maintaining professional conduct and communication.</li> <li>• Understands the importance of relationship-building; commits to long-term stakeholder engagement and management.</li> <li>• Curious and digitally engaged – someone who keeps up with new tools and technologies.</li> <li>• Sees Digital and IT as a service that supports and enables people and performance, creating value for the business.</li> </ul>