



## JOB DESCRIPTION

**JOB TITLE:** Retail and Admissions Assistant

**DEPARTMENT:** Royal Collection Trust

**SECTION/BRANCH:** Retail

**LOCATION:** Palace of Holyroodhouse

**REPORTING TO:** Assistant Retail and Admissions Manager

### Job Context

Royal Collection Trust is a department of the Royal Household and the only one that undertakes its activities without recourse to public funds. It incorporates a charity regulated by the Charity Commission and the Office of the Scottish Charity Regulator, The Royal Collection Trust, and its subsidiary trading company, Royal Collection Enterprises Limited.

Royal Collection Trust is charged with the care and preservation of the Royal Collection and its presentation to the public. The Royal Collection is one of the largest and most important art collections in the world. It comprises almost all aspects of the fine and decorative arts, runs to more than a million objects and is spread among some thirteen royal residences and former residences across the UK. At The Queen's Galleries in London and Edinburgh and in the Drawings Gallery at Windsor Castle aspects of the Collection are displayed in a programme of temporary exhibitions. Many works from the Collection are on long-term loan to institutions throughout the UK, and short-term loans are regularly made to exhibitions around the world as part of a commitment to broaden public access and to show parts of the Collection in new contexts. The works of art in the Royal Collection are held by The Queen in trust for her successors and the nation.

Royal Collection Trust is responsible for the management and financial administration of the public opening of Buckingham Palace (including The Queen's Gallery, the Royal Mews and Clarence House), Windsor Castle (including Frogmore House) and the Palace of Holyroodhouse (including The Queen's Gallery). The monies generated from admissions, and from associated commercial activities are invested in the care and conservation of the Royal Collection and the promotion of access and enjoyment through exhibitions, publications, loans and educational activities.

The Retail/Admissions Team at the Palace of Holyroodhouse are responsible for the provision of an exceptional retail experience and onsite bookings service for approximately 300,000 visitors per year.



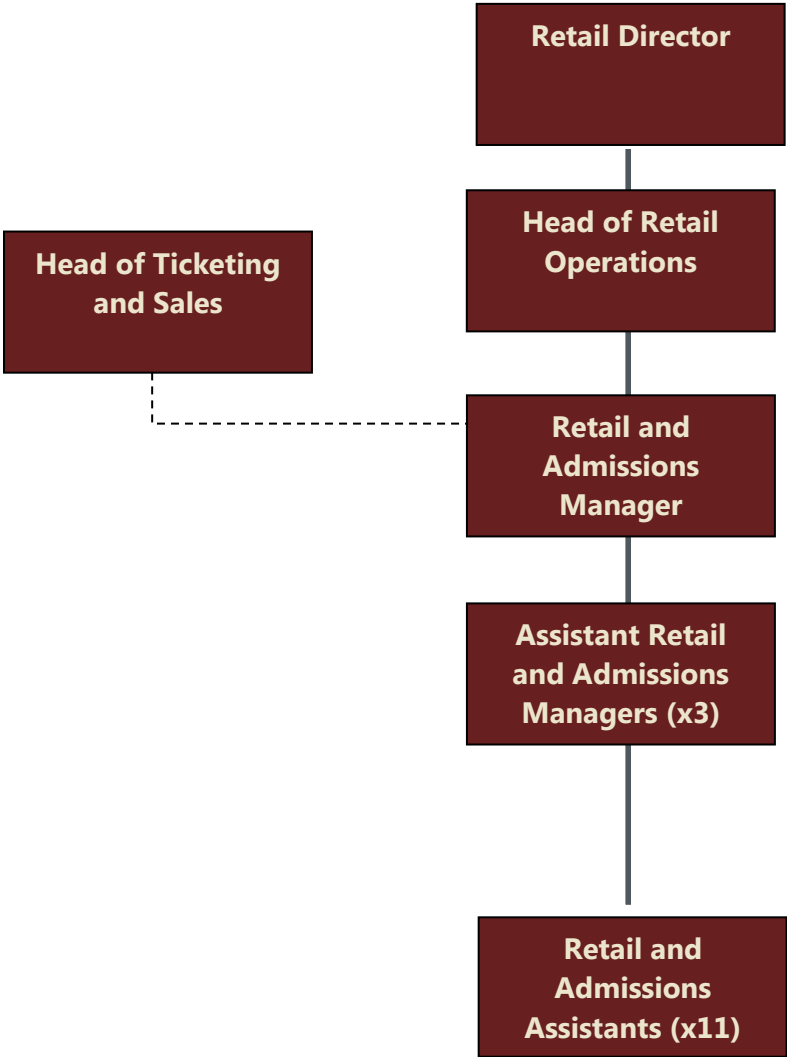
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T. +44 (0)20 7839 1377, F. +44 (0)20 7839 8168, [www.royalcollection.org.uk](http://www.royalcollection.org.uk)

Royal Collection Enterprises Ltd is a company registered in England and Wales (2778486). Registered office: York House, St James's Palace, London SW1A 1BQ

This document is not contractual and may be subject to change following consultation with the post-holder



Organisational Chart



Job Purpose

To support the Retail and Admissions Management team in the provision of a proactive, efficient and accurate retail and ticket sales operation at the Palace of Holyroodhouse.

To maximise sales and provide an outstanding level of customer service to members of the public. To share the responsibility for meeting or exceeding sales targets and for maintaining high standards of visual presentation.

Principal Accountabilities



## **Sales**

# The Royal Household

### *Retail:*

To actively acknowledge, approach and interact with customers, providing professional and courteous service and targeted use of product knowledge and selling skills

To support and promote central initiatives such as the Home Delivery service and Tax Free shopping in order to increase sales

### *Admissions:*

To maximise sales of tickets, books and gift aid and respond to enquiries from customers at the ticket counters in an efficient and courteous manner. Support and promote central initiatives to increase ticket sales at all locations

To achieve targets for gift aid conversions, guide book sales and cross-sales

## **Setting:**

### *Retail:*

To maintain top level visual presentation, ensuring stock and general shop floor areas consistently reflect our exacting standards

### *Admissions:*

Provide a warm and friendly welcome to all visitors; sharing knowledge and general information to enhance the overall visitor experience

## **Process:**

### *Retail:*

To fully understand and follow all procedures relating to stock control, cash handling and general day to day processes; complying fully with legal requirements including the sale of alcohol

### *Admissions:*

To fully understand and accurately follow all procedures relating to ticket sales and voucher processes

### *Both:*

To participate in private evening events and other work related activities taking place outside of usual working hours.

To participate fully in all staff training and development activities

To be familiar with security, emergency and evacuation procedures and to act accordingly if an emergency should occur

To report any maintenance required in accordance with Health and Safety regulations. Work safely and diligently complying fully with company guidelines



## Job Dimensions

The post-holder has extensive contact with members of the public and with other Royal Household colleagues.

The post-holder has no line management or budgetary responsibility.

## Decision Making Responsibilities

The post-holder is expected to make routine decisions in the course of their daily duties and refer more complex queries to a senior member of the management team.

## Practical Requirements

Working between the ticket offices and the shop, the post-holder must be available to work regular weekend days and some evenings to assist with private events. Owing to the nature of the job additional hours may be required.

This role requires standing for long periods, walking between locations and regular manual handling of stock. The job is therefore physically demanding, however, consideration will be given to the requirements of the role and whether adjustments could be made to accommodate any disability.

## Person Specification

Have previous sales experience in a retail environment

Have an understanding of excellent customer service and enthusiasm to work towards daily sales targets

Have a genuine interest and enjoyment of working with people in a retail environment

Have a pleasant, friendly manner and be able to communicate confidently with a broad range of people including colleagues, other members of the Household and members of the public

Possess a commitment to working to high standards and delivering the highest level of customer care

Have an enthusiastic, reliable and flexible approach to working effectively as part of a team

Possess a reasonable standard of numeracy, literacy and IT skills, and the ability to work accurately with figures and maintain attention to detail



## The Royal Household

### **Desirable**

The ability to speak a second language