



## JOB DESCRIPTION

**JOB TITLE:** Assistant Visitor Services Manager

**DEPARTMENT:** Royal Collection

**SECTION/BRANCH:** Visitor Experience

**LOCATION:** Windsor Castle

**REPORTING TO:** Visitor Services Manager, Windsor Castle

### 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.

Visitor Services is responsible for managing public access to Windsor Castle and ensuring the visitor experience is of the highest quality. The Castle admits over one million visitors per year.



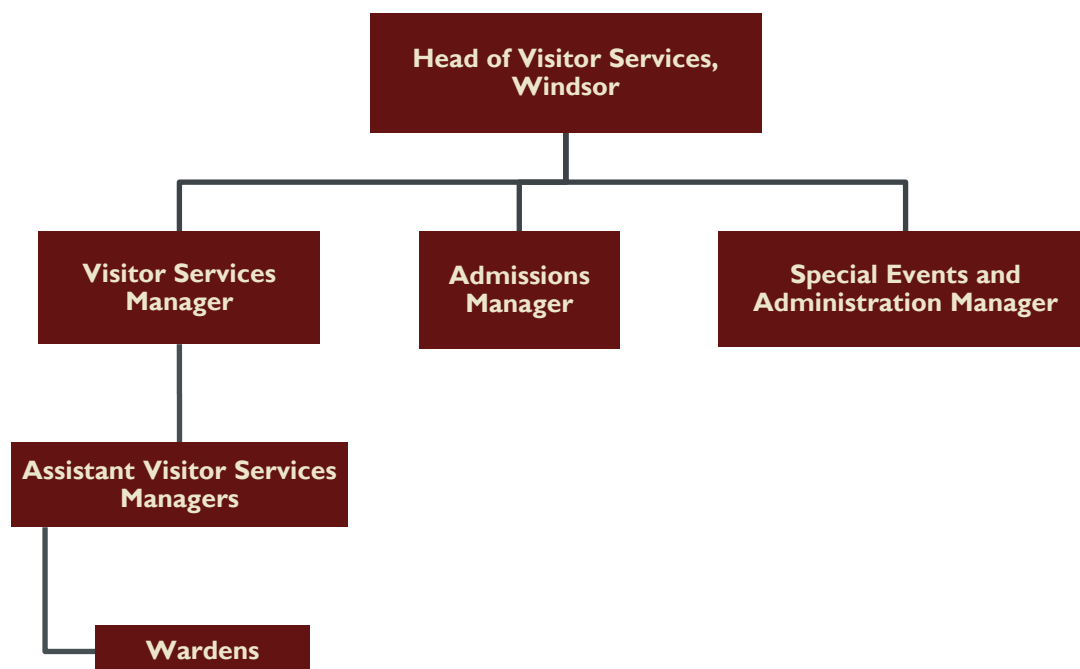
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Royal Collection Enterprises Ltd is a company registered in England and Wales (2778486). Registered office: York House, St James's Palace, London SW1A 1BQ

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



## Organisational Chart



## Job Purpose

To lead and manage a team of Wardens, ensuring the delivery of an exceptional visitor experience in line with the Visitor Experience Strategy.

To oversee the daily operation, on a rota basis, of Windsor Castle and Frogmore House. This includes the management of special events, visits and tours, while ensuring that visitors to the sites receive the highest standard of visitor care.

## Principal Accountabilities

### Leadership and Management

- Take line management responsibility for a team of approx. 25 Wardens.
- Hold monthly one to ones with all direct reports, providing timely feedback and dealing with any serious issues of under-performance or absence within the parameters of the relevant Royal Household policies.
- Deliver annual Performance and Development Reviews for team, translating the Visitor Services Section Plan into individual SMART objectives.
- Participate in the Visitor Management Group and develop relationships with colleagues across all three sites, working collaboratively to achieve best practice.
- Monitor the performance of the team in mystery shopping and benchmarking exercises and work with the Visitor Services Manager to deliver training and improvement plans where required.



## The Royal Household

- Participate in recruitment sessions for new Warden staff and take a lead role in their induction and training.
- Lead bi-monthly staff meetings and represent the Management team on the Staff Forum.

### Operational

- Act as Duty Manager for Windsor Castle (and Frogmore House) during hours of public opening, taking responsibility for co-ordinating all operations and working with key stakeholders to ensure all visitors are welcomed according to the Royal Collection Quality Standards.
- Roster Warden staff in an efficient and timely manner, working within the agreed staffing budget to ensure sufficient daily cover of staff.
- Keep accurate records of hours worked by Wardens so that shifts are allocated fairly and all are working within the terms of their contract.
- Offer operational expertise to planning of extra-ordinary events at the Castle

### Other

- Deputise for the Head of Visitor Services and Visitor Services Manager at meetings as requested.
- Undertake individual projects to support the team and wider section.
- To be a first aider.

## Job Dimensions

The post-holder is responsible for line management of c.25 permanent front line Wardens in addition to a team of seasonal Wardens and will have day-to-day duty management responsibility up to 120 wardens. They are also responsible for the safety and security of staff, visitors, visitor routes and exhibits. There is no budgetary responsibility.

## Decision Making Responsibilities

The post-holder is expected to make routine decisions during the course of their duties, but will refer any more complex problems to the Visitor Services Manager.

## Practical Requirements

The post-holder will be based at Windsor Castle but may, on occasion, be required to travel and work at other residences.

Working hours vary according to a roster pattern, but will average 37.5 hours per week, five days out of seven, including some weekend days, with one hour for lunch. Owing to the nature of the job additional hours will be required. Early morning and evening work will be required throughout the year for Receptions, Private Views and Private Evening and Morning Tours.

The post-holder will be required to stand-up for long periods and to walk across the site. 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

### Qualifications, knowledge and experience

- Have previous experience of managing and leading a team, ideally in an operational/customer facing environment.
- Have a genuine desire to work with the public and a passion for delivering excellent visitor care.
- Be organised and have the ability to work effectively under pressure in a busy environment.
- Have clear, confident communication skills with the ability to readily adapt style to suit different situations and audiences.
- Have a proven ability to work effectively as part of a team.
- Have good administration and IT skills, with a sound working knowledge of MS Office.

### Competencies

- Acts as positive role model for team members and others, inspiring enthusiasm for common team goals and ensuring all team members contribute to these and to wider Department and Royal Household objectives.
- Is confident and skilled at having important conversations with team members and is highly visible, approachable and insistent about two-way conversation with teams and beyond.
- Anticipates problems or changes to priorities that could impact others and takes appropriate steps to manage plans and expectations.
- Seeks customer feedback and creates strategies and achievable targets for the delivery of outstanding customer service.
- Enjoys opportunities for change, adapting quickly. Effectively implements change and engenders an ethos of adaptability and flexibility within the team.
- Role models the spirit of innovation and continuous improvement. Encourages and empowers team to explore new ways of working and improve performance.