



JOB DESCRIPTION

JOB TITLE: Visitor Services Assistant (Warden)

DEPARTMENT: Royal Collection Trust

SECTION/BRANCH: Visitor Services

LOCATION: Windsor Castle

REPORTING TO: Assistant Visitor Services Managers

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 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 Visitor Office at Windsor Castle is responsible for managing public access to the Windsor Castle and to the annual summer opening of Frogmore House. The Castle admits approximately one million visitors per annum.

The Visitor Experience Strategy clearly sets out the systems through which services are delivered (staff, setting and process) and the standards by which all aspects of the visitor experience should be guided (friendliness, safety, presentation, accessibility and efficiency).



Royal Collection Trust, York House, St James's Palace, London SW1A 1BQ
T. +44 (0)20 7839 1377, F. +44 (0)20 7839 8168, 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 ensure that visitors to Windsor Castle receive the highest standard of Visitor Care and to ensure the safety and security of the building, exhibits and visitors.

The post holder plays a crucial part in enhancing visitors' experiences through personal interaction and by interpreting the exhibits, buildings and works of art whilst maintaining their safety and security.

Principal Accountabilities

Staff

- To maintain a high standard of visitor care and security and to ensure all visitors receive a world class welcome;
- To ensure visitors have the correct ticket and to direct them along the visitor route and throughout the Castle;
- To seek opportunities for active engagement with visitors to enhance their enjoyment, appreciation and understanding of the Royal Collection and the Palaces;
- To have a broad knowledge of information that visitors may require and to deal with visitors' queries/problems efficiently;

Setting

- To assist in the preparation of the visitor route before opening, ensuring that all areas are clean, tidy and beautifully presented on opening and to maintain high standards of presentation throughout the day in accordance with the Quality Standards;



- To monitor visitor routes to ensure the safety of the exhibits and visitors;
- To report emergency maintenance/cleaning problems and ensure these are resolved;
- To maintain high levels of personal presentation;

Process

- To undertake searching duties for prohibited items in a calm, efficient and friendly manner, confiscating these as necessary or alerting the Security supervisor or a Police Officer;
- To hand out multi-media guides at the distribution point and instruct visitors on how to use them;
- To devise and deliver first class guided tours to visitors to the Castle, ensuring that the information provided is suitably adapted to the audience and that the tour is completed within the required timeframe;
- When working in the cloakroom, to ensure the temporary safe custody of items that could potentially impede the progress of other visitors in the State Apartments or inflict damage to the works of art;
- To be familiar with, and proactively offer, auxiliary aids and services for visitors with disabilities to ensure access to the visitor experience is accessible for all visitors;
- To be alert at all times for visitors in need of assistance or medical attention, or for situations requiring intervention, alerting the supervisor or Duty Manager on the radio or in person when necessary;
- To ensure that visitors comply with all safety and security procedures and to be familiar with the emergency exit routes to assist with the orderly evacuation of the Admission Centre, the State Apartments, and Queen Mary's Dolls' House should an emergency occur;
- To undertake any other tasks delegated, as and when required by the Assistant Visitor Services Managers / Visitor Services Manager.

Job Dimensions

The post-holder has no management or budgetary responsibility.

Decision Making Responsibilities

The post-holder has no decision making responsibility but will be expected to resolve simple day-to-day issues.

Practical Requirements

The post-holder is principally based at Windsor Castle, however, on occasion he or she may be asked to work in London.



The Royal Household

Owing to the nature of the role, the job holder will be required to work regular weekends and where necessary to work longer hours and flexibly. In addition, you may be required to work some evenings throughout the year in support of the Private Evening Tours or other events.

The job holder will be required to work outside in all weather conditions.

The successful applicant will be required to stand-up for long periods, walk from site to site, and handle boxes of multi-media guides, therefore the job is physically demanding. 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

- Desirable: An ability to speak a second language;
- An interest in the work of the Royal Collection Trust and the Royal Household

Household Competencies

- A genuine desire to work with the public and a passion for delivering excellent customer service;
- A warm, friendly manner with clear, confident communication and presentation skills, as well as an ability to pro-actively engage with visitors, building relationships and gauging their level of knowledge/interest;
- A willingness to research and develop information to deliver guided tours;
- A proven ability to work effectively as part of a team; provide support and encouragement to new joiners, and establish good professional relationships with colleagues;
- A reliable, pro-active and flexible approach;
- A commitment to working to high standards.