



JOB DESCRIPTION

JOB TITLE: Ticketing and Sales Assistant Manager – Contact Centre

DEPARTMENT: Royal Collection Trust

SECTION/BRANCH: Ticketing and Sales

LOCATION: Buckingham Palace

REPORTING TO: Ticketing and Sales 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 Ticketing and Sales section is responsible for the provision of an onsite, telephone and online bookings service for all Royal Collection Trust sites, selling over 2 million tickets per year to visitors.

The central Contact Centre deals with approximately 100,000 telephone calls per year and provides ticketing services to a small number of external clients.



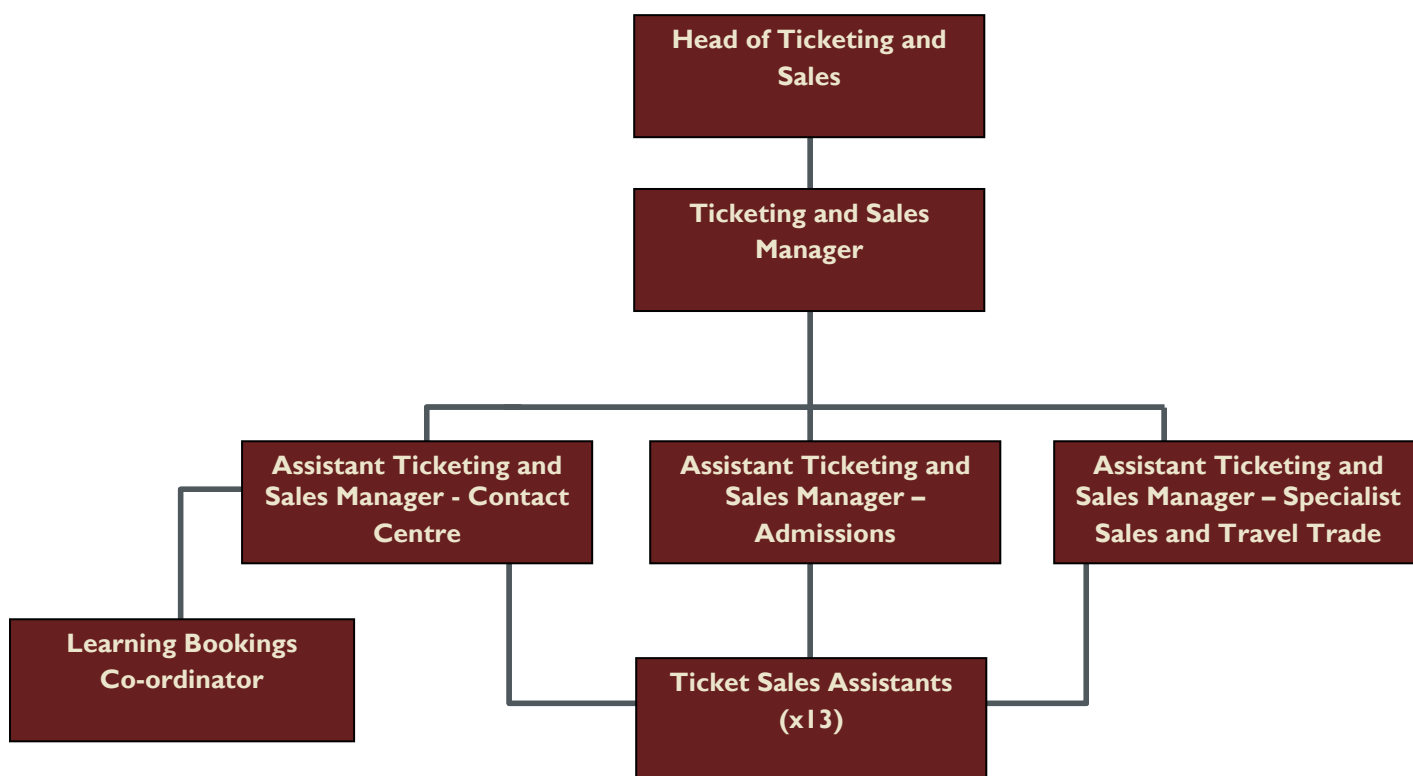
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Royal Collection Enterprises Ltd is a company registered in England and Wales (2778486). Registered office: York House, St James's Palace, London SW1A 1BQ

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



Organisational Chart



Job Purpose

The post-holder is one of three Assistant Managers who supports the Ticketing and Sales Manager through the daily management of a central Contact Centre and London ticket counters.

The post-holder will be responsible for ensuring the delivery of the best possible service to the public in line with the organisation's Visitor Experience Strategy and the Ticketing and Sales Section Plan.

Principal Accountabilities

- To be responsible for the day-to-day real time management of the Contact Centre, including preparing analysis from, and programming of, the Automatic Call Distribution telephone system
- To be the main point of contact for the Head of Learning, liaising regularly to ensure the service provided is of the highest standard
- To ensure the ticketing and sales online information portal is accurate and kept up to date
- To assist with the management of daily operations for the central Contact Centre and London counters, responsible for delivering excellent sales results, outstanding customer service and high standards of presentation to agreed standards



The Royal Household

- To monitor sales and Gift Aid donations, and guidebook sales, ensuring that daily KPI targets for sales and service standards are met and to liaise with the Retail section to ensure stock levels of guidebooks and exhibition catalogues are maintained
- To evaluate and challenge existing processes, where appropriate, and constantly seek new incentives and innovative methods to achieve business goals with a view to reducing costs and improving customer service
- To perform staff management tasks including recruitment, coaching and mentoring, training and development, performance appraisals and discipline
- To manage requests from staff for annual leave, ensuring agreed staffing levels are maintained
- To undertake Duty Supervisor duties in the Contact Centre, including delivering a daily briefing, supporting the team on the telephones and completing a daily list of tasks
- To deputise for the Ticketing and Sales Manager when required
- To undertake any other tasks delegated by the Ticketing and Sales Manager as and when required

Job Dimensions

The post-holder has responsibility for the smooth running of the Ticket Sales and Information Office, with particular focus on the central Contact Centre.

The post-holder has line management responsibility for the Learning Bookings Co-ordinator and a team of 5-8 Permanent and Casual Ticket Sales Assistants. There will be additional management responsibility from June to September for 2 Summer Team Leaders and a team of approximately 80 Summer Assistants.

Decision Making Responsibilities

The post-holder has independence in day-to-day operational decisions, but would refer policy or strategic issues to the Ticketing and Sales Manager.

Practical Requirements

Owing to the nature of the job, the post-holder will be required to work flexibly to meet business needs and additional hours will be required, especially during the period of the Summer Opening of Buckingham Palace.

Person Specification

Essential

Experience of managing, leading and motivating a team in a target-driven customer service environment



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A demonstrable track record of achieving sales and service targets

A hands-on approach and the ability to lead by example

The ability to communicate confidently and clearly with excellent persuasion and influencing skills

Strong IT capability and confidence using various computer programmes and systems

Exceptional organisational skills and the ability to manage a varied workload and work well under pressure

A flexible and enthusiastic approach to work, able to work both independently and as part of a team

Desirable

Experience of working in a ticketing or contact centre sales environment