



JOB DESCRIPTION

JOB TITLE: Operational Support Coordinator

DEPARTMENT: Royal Collection Trust

SECTION/BRANCH: Visitor Services

LOCATION: Buckingham Palace

REPORTING TO: Visitor Services Manager, Buckingham Palace

Job Context

Royal Collection Trust is a department of the Royal Household (known internally as the Royal Collection Department) 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 Ltd.

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 Visitor Office at Buckingham Palace is responsible for managing public access to the annual Summer Opening of the State Rooms, The Queen's Gallery and the Royal Mews, at Buckingham Palace and Clarence House.



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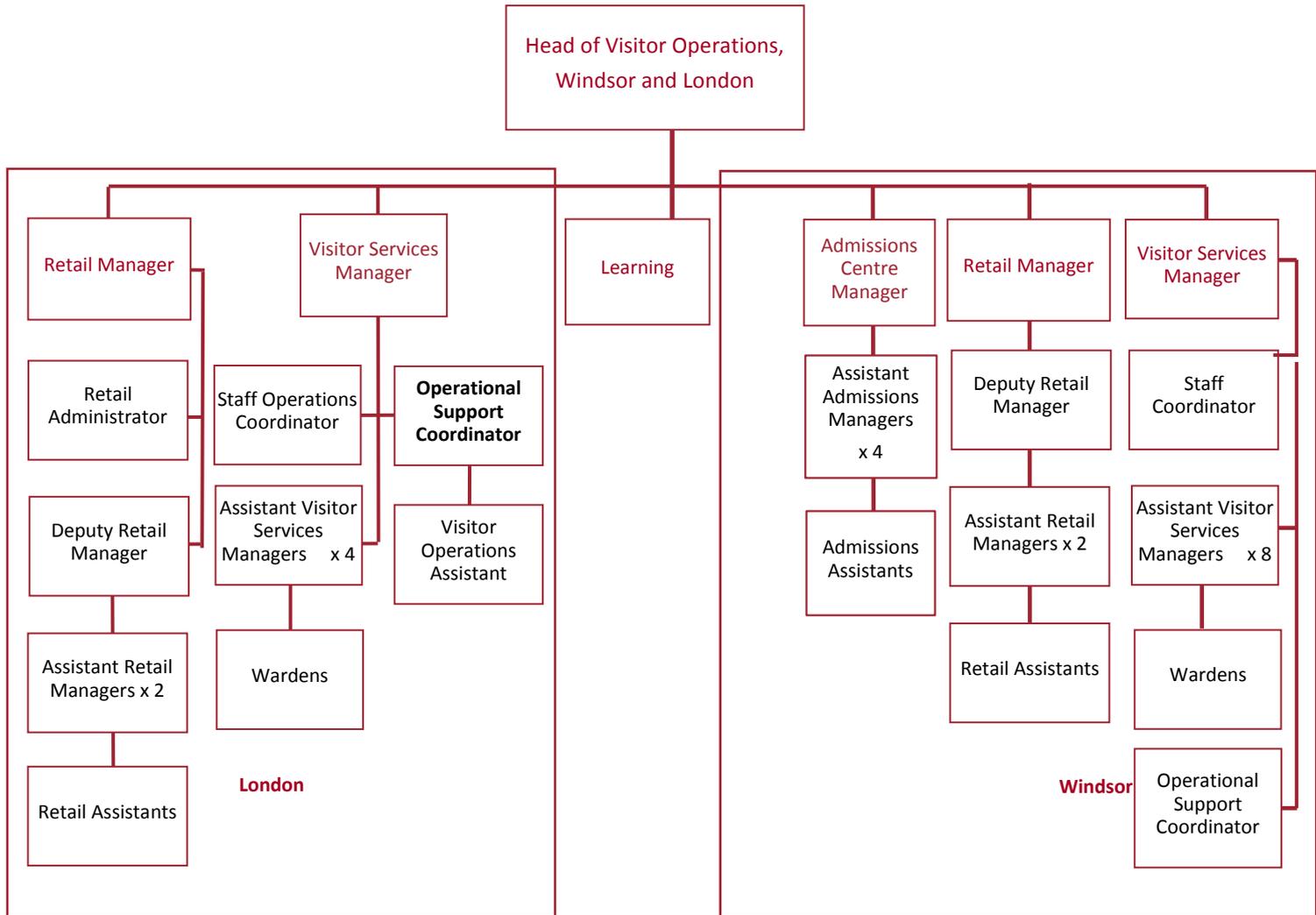
Royal Collection Enterprises Ltd is a company registered in England and Wales (2778486). Registered office: York House, St James's Palace, London SW1A 1BQ

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



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Organisational Chart



Reporting to the Visitor Services Manager, Buckingham Palace, the post-holder has contact with staff at most levels of Royal Household. Externally, the post-holder has contact with external organisations and members of the public.

Job Purpose

To support all operational delivery of visitor activity across the London sites, with specific responsibility for the planning and delivery of the infrastructure and operational requirements for public access - ensuring that the visitor routes and associated infrastructure are safe, secure, well-presented and open on time and to budget.



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Principal Accountabilities

Working as part of the London Visitor Operations management team, jointly responsible for oversight of the department and working to the strategic direction of RCT and the site.

Working with the Head of Visitor Operations, Windsor & London and the Visitor Services Manager, to plan and deliver all infrastructure, set-up and support elements of the opening of Buckingham Palace (including Summer Opening and Guided Tours). This will include programming of dates, set-up and decant schedules and tender processes, liaising with internal and external stakeholders where necessary.

To act as the first point of contact for contractors, holding regular meetings with temporary build teams and project architects to develop changes to structures and operations, providing input on design and operational use of public areas, signage and temporary equipment.

To support the Visitor Services Manager with Health & Safety Management for all London sites, including contractors, ensuring risk assessments are provided and completed and safe practices are adhered to.

Co-ordinate any adaptations to the visitor route, temporary structures build and operational procedures that may be needed to support the Buckingham Palace Reservicing Programme, whilst maintaining public access to the Palace.

To draw up a specification for temporary building structures used all year round at Buckingham Palace, raising purchase orders, and ensuring Construction Design Management (CDM) Regulations are adhered to for all aspects for the BPSO project and other events, liaising closely with internal stakeholders and external contractors, ensuring that projects are delivered on time

To support the management of visitor security arrangements for all London sites, particularly liaising with Security, Police and Government colleagues as required to ensure risks are appropriately managed.

To oversee the provision of signage for all London sites, in accordance with brand guidelines, and to develop or replace signage as required. Maintain contracts with designers and production contractors, managing relationships between these external contractors as appropriate.

To be responsible for BPSO equipment and temporary building purchasing and ensuring maintenance of these items throughout the year and associated lifecycle management.



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Play a key role in the department's Financial Management by assisting with the creation of annual budgets, collating quotations from suppliers, reforecasting, ensuring invoices are dealt with effectively and highlighting potential variances to the Head of Visitor Operations.

To ensure that the visitor routes for the public openings for Buckingham Palace and Clarence House are presented to visitors in accordance with the Visitor Services Quality Standards at all times.

To be responsible for the relationship with cleaning contractors, both general and specialist.

To play an active role in business continuity planning and delivery of any business continuity scenarios, taking the lead for producing the plans of the temporary structures build for the summer opening.

To liaise with internal stakeholders to ensure that all are aware of public access plans, are working to support these wherever possible and any operational conflicts are managed appropriately.

To support the recruitment and selection of BPSO staff, forming part of interview panels, facilitating training sessions and leading on visitor route related presentations.

To act as a Duty Manager during the Summer Opening, overseeing the daily operation of Buckingham Palace State Rooms and Gardens, ensuring that visitors to the sites receive the highest standard of visitor care as well as overseeing the safety and security of the buildings, exhibits and visitors.

To line manage the Visitor Operations Assistant, ensuring comprehensive support is given to the wider Visitor Operations Office and that they deliver on all key areas of responsibility.

To support the Head of Visitor Operations with cross-site projects across both London and Windsor sites as required.

Job Dimensions

The post-holder is expected to co-ordinate the budget for the BPSO project (£2.2m) and has line management responsibility for the Visitor Operations Assistant.

During BPSO, the post-holder has line-management responsibility for externally recruited Operations Supervisors and Team Leaders. They will support with the overall line-management of c.250 temporary staff and will also act as Duty Manager, overseeing the daily operation of Buckingham Palace State Rooms and Gardens and responsibility for up to 150 staff.

Decision Making Responsibilities

The post-holder will have day to day independence for operational decision making but will refer strategic or policy decision to their line manager.



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Practical Requirements

Owing to the nature of the job additional hours will be required, especially during the period of the Summer Opening of the State Rooms at Buckingham Palace. Due to operational demands, no annual leave can be taken between July and September annually.

The job holder will be based at Buckingham Palace but may, on occasion, be required to travel to other residences, especially across the London sites and Windsor Castle.

Person Specification

Essential

Experience of successfully coordinating and delivering complex projects (within deadlines and budget) and large teams of external suppliers and contractors.

Experience of working in a premier tourist attraction, supporting a large operation and delivering the highest standards of customer/visitor experience.

Exceptional planning and organisation skills and the ability to manage a varied workload, crossing short- and long-term time deadlines, whilst also maintaining attention to detail

Strong communication skills and be able to quickly build effective working relationships with a wide range of people

The ability to use initiative to solve problems and make decisions, using good judgement as to when to refer upwards.

Demonstrable experience of efficiently managing diverse stakeholder needs with a collaborative approach and a proven ability to work effectively as part of a team, establishing good professional relationships with colleagues

Good leadership and people management skills with the ability to encourage and develop teams

Able to identify, manage and mitigate risk, particularly regarding security and Health & Safety

Able to thrive in a very busy environment and maintain patience and empathy even when working under pressure

Excellent written, verbal and numeracy skills and with a good knowledge of MS office applications

Desirable

Experience of duty-managing large operations in a visitor facing environment and delivering the highest standards of visitor care across multiple sites



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A project management qualification

Event management experience