



## JOB DESCRIPTION

<b>JOB TITLE:</b>	<b>Ticketing Systems Support Officer</b>
<b>DEPARTMENT:</b>	<b>Royal Collection Trust</b>
<b>SECTION/BRANCH:</b>	<b>Ticketing and Sales</b>
<b>LOCATION:</b>	<b>Buckingham Palace</b>
<b>REPORTING TO:</b>	<b>Ticketing Process Manager</b>

### 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 King in trust for his 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 in Edinburgh (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.



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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

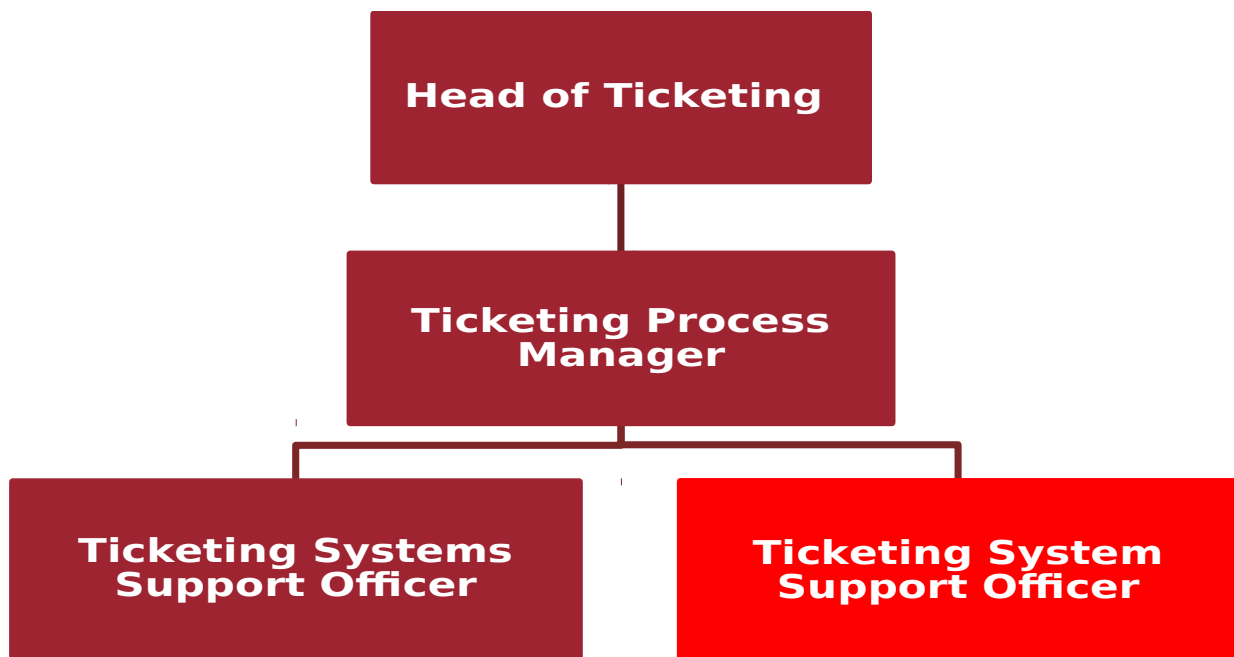
This document is not contractual and may be subject to change following consultation with the post-holder



## The Royal Household

The Ticketing and Sales section is responsible for the provision of an onsite, telephone and online bookings service for all Royal Collection Trust locations, selling over 3 million tickets per year to visitors and generating approximately £38 million in ticket-sales revenue. The central Contact Centre deals with approximately 80,000 sales and information telephone calls per year and provides ticketing services to external clients.

### Organisational Chart



The post-holder has regular working relationships with stakeholders across the organisation, including Visitor Services, Press, Marketing, Commercial Systems, Finance, IT, Retail and Learning.

### Job Purpose

Reporting to the Ticketing Process Manager, the post-holder is responsible for the administration and maintenance of the ticketing system and the technical equipment that supports the ticketing and admissions function. The post-holder will work within a cross-departmental team dedicated to the development and administration of the ticketing system as it grows to meet business needs. They are the first point of contact for technical support and troubleshooting for over users across Royal Collection Trust's ticketing operation and any external clients.

### Principal Accountabilities



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- Responsible for the set up and amendments to all events and products on the ticketing system, including, but not limited to, the yearly cycle of core visits, Adult Learning programmes, an annual Groups Guide, the Schools programme and any other product launches throughout the year.
- Contribute to designing, testing and refinement of the structure and rules governing the set up of any new products that are created within the ticketing system, ensuring the design optimised for our customers whilst also maximising revenue.
- Design, test and refine the overall structure of the Ticketing System, including, but not limited to, Seasons, Holds, Price Types, Modes of Sale and Promo Codes.
- Work with the Systems Infrastructure team to help support the functionality of the custom web solution, ensuring ticketed products are compatible with the API development, providing end to end testing before each product is launched.
- Responsible for the setup and review of Ticket Designs used for Print at Home and Physical tickets.
- Set up new users on the ticketing system at all locations in London, Windsor and Edinburgh and maintain agreed system security controls for each individual or group. Ensure that the ticketing system database is clean, accurate and kept up to date in preparation for marketing activity.
- Update staff-performance reports and prepare data analysis for management which will help to inform business decisions.
- Undertake regular checks of the ticketing website and system to ensure the information is consistent.
- Maintain the scheduled-reporting distribution list from the Tessitura system and support new requests for scheduled reports from internal and external stakeholders.
- In collaboration with IT and the Systems Infrastructure team, support, set up and test new and temporary sales points, including for the temporary training space for new summer staff during the Summer Opening of Buckingham Palace
- Provide First- and Second-line technical support to over 250 end users working in all areas of the business, including providing technical support to systems, peripheral devices and network infrastructure, referring more complicated issues to Systems Infrastructure for escalation to the relevant supplier.



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- Be a key support contact for Tessitura cross departmental super-users, promoting best practices and working with them to identify opportunities to further extend system functionality.
- To support the deployment and day-to-day functioning of peripheral and payment devices including P2PE chip and PIN devices, cash drawers, thermal printers, and access control devices for the Ticketing operation.
- Keep up to date with changes to the Tessitura application, and learning from others within the Tessitura Network to bring improvements to the system.
- To undertake user acceptance testing of developments and upgrades to ticketing systems and their associated infrastructure in line with agreed criteria and testing scripts. Assist in communicating and where relevant, training, new features to the wider team.
- Update and maintain the technical support area of the Intranet team space ensuring it is a useful resource for staff at all sites
- Create and maintain all technical support documentation, providing continuity for the configuration of the database at all times
- Undertake projects to further develop and promote innovation in the use of Tessitura.
- Undertake any other tasks delegated by the Ticketing Process Manager, as and when required.

### **Job Dimensions**

The post-holder has no staff-management or budgetary responsibilities, but they contribute to prioritising ongoing budgetary decisions related to system development.

### **Decision-making Responsibilities**

The post-holder has day-to-day independence for operational decision-making, and is expected to make contribution to strategic decisions overseen by the Ticketing Process Manager.

### **Practical Requirements**

The post-holder works 37.5 hours per week, over five days, Monday to Friday with one hour or two 30-minute breaks for lunch. Owing to the nature of the job, weekend working and travel to other locations will be required (principally Windsor Castle at least once a month and the Palace of



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Holyroodhouse at least once a year). On these occasions, overnight accommodation, travel and subsistence expenses will be provided.

Although hours will usually be 08:30 to 17:00, the post-holder will be required to have a flexible approach to working hours to meet business needs, especially during the period of the Summer Opening of Buckingham Palace.

### Person Specification

#### Essential:

- Exceptional organisational skills, and the ability to manage a varied workload and perform well under pressure.
- Excellent IT skills, including in MS Office and an interest in technology and software.
- Basic knowledge of computer components and computer terminology
- Attention to detail and the ability to be methodical and accurate in your approach to problem solving
- The ability to work well within a team and independently when required.
- Excellent communication skills, and the ability to build good relationships at all levels.

#### Desirable:

- Experience working in an admissions, ticketing, or box office environment.
- Experience of providing first-line technical support and system administration in a similar operation.
- Knowledge and understanding of ticketing systems and database administration.