
Buckingham Palace Summer Opening

CANDIDATE INFORMATION PACK

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Welcome Message

From Simon Maples, Visitor Operations Director

Thank you for taking an interest in our summer jobs at Buckingham Palace.

Each year we look forward to welcoming thousands of visitors from around the world to enjoy the magnificent State Rooms at Buckingham Palace. Yet, although the surroundings are spectacular, it's our team of Visitor Experience Team Leaders that help to make a visit truly memorable.

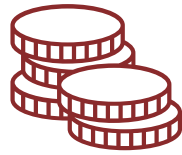
Whether it's holding morning meetings to help motivate your team and ensure they achieve great results to providing all the support they need to shine, you will play a hands-on role in making sure visitors receive a smooth and excellent experience.

Our standards are high but we're with you every step of the way. You'll get lots of training before you start, and day-to-day support when you need it. You'll be joining a large, diverse, and supportive community where many people join us for many summers, or indeed, explore other opportunities to join Royal Collection Trust, or the wider Royal Household on a permanent basis.

If you enjoy interacting with people and love working as part of a team, you're exactly who we're looking for.

So, apply now, and join us! I really look forward to seeing your application.

What we offer



£15.91 per hour



A range of benefits including complimentary tickets to RCT sites with 20% discount at Royal Collection Trust shops.



A complimentary lunch during your shift.



Guaranteed hours each week averaging 5 days a week for full time contracts.



Full training provided ahead of the public opening.



The opportunity to join a large, friendly and sociable team.



Our Roles



Visitor Services Team Leader

As a Visitor Services Team Leader, you will motivate, and performance manage a team of Wardens to deliver an exceptional visitor experience. Combining your brilliant people management skills with excellent attention to detail, you will resolve day-to-day operational issues to ensure safety, security and the highest levels of presentation standards are maintained.

You will be responsible for:

- ◆ Manage a team of Wardens and supervise a specific area within Buckingham Palace Summer Opening on a daily basis.
- ◆ Conduct motivating daily briefings for your team, ensuring that staffing levels are monitored and managed for the day ahead.
- ◆ Ensure the smooth running of your zone, resolving day-to-day issues as they arise, escalating more complex issues to the Operations Supervisors.
- ◆ Manage daily administration tasks accurately, including staffing, timesheets and payroll information.
- ◆ Lead by example to demonstrate brilliant customer service, coaching and performance managing your teams to deliver the exceptional every day.

This is a physically demanding role that requires our Team Leaders to be on their feet for a prolonged time, moving around different areas of the Palace and other areas.

Visitor Services Team Leader Essential Criteria



Supervisory experience, with the ability to lead and motivate a team.



Excellent communication and customer service skills.



Proven team player, able to work flexibly and adapt to daily demands and changes.



A naturally friendly, welcoming and professional attitude.



Ability to thrive in a busy environment.

Retail Team Leader

As a Retail Team Leader, you'll support the wider Retail management team to ensure our Retail Assistants have the guidance and support to advise on and promote the products we have on offer. Every day, you'll engage the team in briefings, answer questions, train, coach, inspire them to maximise sales and drive the business.

You will be responsible for:

- ◆ Direct supervision of a team of Retail Assistants in one of our shops.
- ◆ Running training sessions, conducting performance reviews, and hosting daily briefings to keep the team motivated and well-informed.
- ◆ Motivating and supporting your team to upsell products, meet sales targets, and deliver an outstanding customer experience.
- ◆ Acting as a point of escalation for any issues that arise in day-to-day operations.
- ◆ Providing excellent customer service, always maintaining a friendly and professional manner.



Retail Team Leader Essential Criteria



Supervisory experience, with the ability to lead and motivate a team.



Excellent communication and customer service skills.



Proven team player, able to work flexibly and adapt to daily demands and changes.



Customer service/sales experience, comfortable working in a target-driven environment.



Ability to thrive in a busy environment.



Ticketing and Sales Team Leader

As a Ticketing and Sales Team Leader, you'll work alongside the management team to ensure our summer teams are delivering the highest quality of customer service, both face-to-face and on the phone.

You will be responsible for:

- ◆ Leading and encouraging your team of Ticket Sales and Information Assistants to ensure everyone's success.
- ◆ Supporting the management team in delivering effective training, supporting your team's growth, and helping them to reach their potential.
- ◆ Monitoring sales targets for your team, providing feedback and guidance to your line reports, and conduct performance reviews. Coaching them to achieve both personal and team goals.
- ◆ Keeping things running smoothly behind the scenes, stepping in as needed to address any issues, and make sure the operation flows seamlessly.
- ◆ Being the friendly face that visitors remember, ensuring a pleasant and professional experience for all.

Ticketing and Sales Team Leader Essential Criteria



Supervisory experience, with the ability to lead and motivate a team.



Excellent communication and customer service skills.



Proven team player, able to work flexibly and adapt to daily demands and changes.



Customer service/sales experience, comfortable working in a target-driven environment.



Ability to thrive in a busy environment.



Our Recruitment Process

MPALACESHOP

CORONATION 2023
The Coronation of King Charles III and Queen Camilla
at Westminster Abbey on 6th May 2023

A MONARCH IN THE MAKING

BUCKINGHAM

Recruitment Timeline

Applications Open
15 December 2025
–
25 January 2026



Interviews

These will vary depending on the role you are applying for, most interviews will take place in February.

We encourage applicants submit an application in good time to ensure a greater choice of interview dates.



Contract Dates

Visitor Services Team Leader
3 June – 6 October 2026

Retail Team Leader
3 June – 4 October 2026

Ticket Team Leader
3 June – 4 October 2026

Online Application

- ◆ **Complete our online application form** which asks for details of your previous work experience , educational background and motivation for applying for this role.
- ◆ **This campaign has three different vacancies.** When applying you will be asked to choose from the three roles listed.
- ◆ You are encouraged to submit your application in good time ahead of the closing date and let us know as early as possible if you have any difficulties. If you do not receive acknowledgement of your application within 48 hours, please contact us on summerjobs@royal.uk.
- ◆ Registering for the vacancy should be completed no later than 25 January 2026 at 23:55.



Use of AI Tools in Your Application

We understand that AI tools like ChatGPT, Copilot Chat, and Gemini can be useful when preparing a job application. When used appropriately, they can help you present your skills and experience effectively. However, there are clear limits on how AI should be used during recruitment. This guidance explains what is acceptable and what is not when using AI to apply for roles at the Royal Household.

If AI is used inappropriately, we may withdraw your application. If you're unsure about what's allowed, please email us on summerjobs@royal.uk before submitting your application.

Acceptable Use of AI

Idea generation

You could use AI to help you brainstorm initial ideas or suggest ways to structure your application based on your experience.

Grammar and spelling support

It is fine to use AI to check grammar, spelling, and clarity in your written responses, such as personal statements or supporting information sections.

Interview preparation

You are welcome to use AI to give you possible interview questions to practice or to explore common topics that might be covered, if the answers you give in the interview are genuinely your own.

Unacceptable Use of AI

Misrepresentation

Do not use AI to create content that presents qualifications, experience or achievements that are not your own. Every part of your application must be based on your real-life experience and accurately reflects your skills.

Submitting AI-generated content without review

Applications that are clearly AI-generated and submitted with little or no personal input are not acceptable. Your application should reflect your own voice and understanding.

Using AI to answer questions in real time

It is not acceptable to use AI during any part of the live interview process, including typing answers into a chatbot during online assessments or interviews.



Interviews

If you are invited to an interview these will be held either at Buckingham Palace or another central London location from end of January to February. More details regarding the interview will be shared closer to the time.

You will be asked to confirm any days during the contract period that you will not be able to work, we will aim to accommodate as many requests as possible, but this is not always achievable. You are expected to complete the full length of the contract.

If you are unable to attend the selection day on the date offered, or if you require any reasonable adjustments, please contact us at summerjobs@royal.uk.



Frequently Asked Questions

Is this role suitable for part time working?

No, unfortunately we are only able to offer full time contracts for Team Leaders.

Am I able to see the full job description ahead of applying?

The detailed job description will be provided ahead of your interview, however, if you'd prefer to see this before applying, please email summerjobs@royal.uk.

Is security clearance required?

Yes. If successful you will need to pass our security clearance to CTC (Counter Terrorism Check) level. For this, you'll need to have been resident in the UK for three out of the past five years. In addition, we will request references to cover the past five years – this could be a mix of education and employment, and a character reference. Further information will be available after your final interview.

Where will this role be based?

Most of our positions are based at Buckingham Palace, The Kings Gallery and the Royal Mews, with a small number working from St James's Palace located next to Green Park.

Where will my interview take place?

Our in-person interviews typically take place at Buckingham Palace or another of our central London locations. Further information will be provided if you progress to this stage.

What do I wear to my interview?

It is recommended that you opt for smart attire when attending an interview or assessment event. For our Team Leader roles, uniforms are provided, but for those based in the Ticketing and Sales Contact Centre, appropriate smart office attire will be required.

Please note that jeans, trainers and similar casual clothing are not suitable for an interview.

If I am unsuccessful in the Team Leader position, can I be considered for the Assistant Level?

Yes, if you are unsuccessful in being offered one of our Team Leader positions the team will review your application in relation to the assistant positions. This may result in you being offered an opportunity to attend an assessment centre for these roles.

What do I bring for my interview?

You will be sent detailed information ahead of your interview with everything you need to know and bring.

Can I amend my email address on my application after submitting?

It is important that your application has your correct email address as this is the address that we will send all recruitment updates and communications to. If this changes, please log into your Candidate Profile and click on “Oleeo Support”. A member of the team will then be able to change this for you.

What reasonable adjustments can be made for my interview?

If you require reasonable adjustments, please advise a member of the recruitment team as soon as possible on summerjobs@royal.uk and we can advise further. We will also ask you about this when you apply.

If I’m not able to attend an interview, need to request a virtual option or if I need to reschedule, who do I contact?

We will aim to accommodate/reschedule where possible. To request this, please contact the recruitment team on summerjobs@royal.uk.

What are the usual working hours for these roles?

Shift times are dependent on which role/zone you are allocated once successful. These hours are between 08:30 and 21:00, with varying start and end times.

Am I able to schedule non-working days?

If you have any days that you’re unable to work during the stated contract period, please let us know at your interview so that we can try our best to accommodate your requests, although this is not always possible.



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