



JOB DESCRIPTION

JOB TITLE: Head of Visitor Services, Windsor

DEPARTMENT: Royal Collection

SECTION/BRANCH: Visitor Services

LOCATION: Windsor Castle

REPORTING TO: Visitor Experience Director

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.

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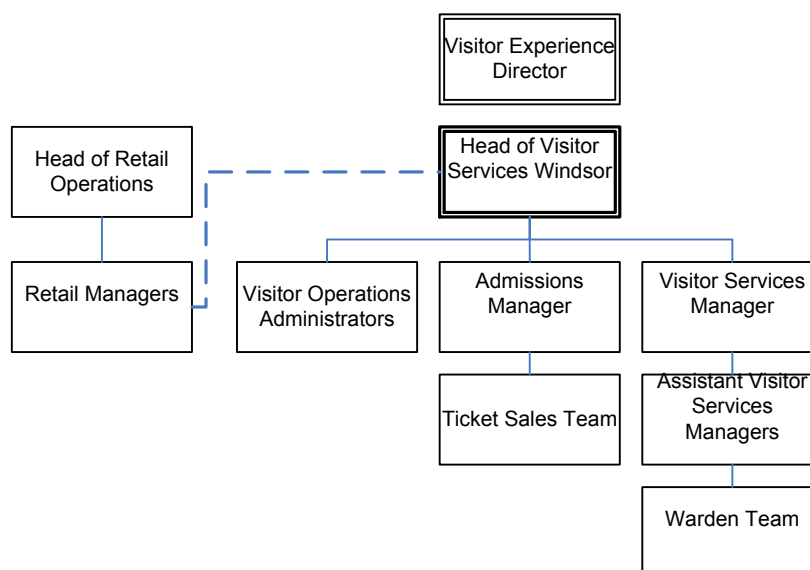
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This document is not contractual and may be subject to change following consultation with the post-holder



Visitor Services is responsible for managing public access to Windsor Castle and ensuring the visitor experience is of the highest quality. The Castle admits over one million visitors per year. A Master Plan for the Visitor Experience at Windsor Castle envisages the modernisation of facilities throughout the public areas, access to the surviving medieval spaces, including a new refectory-café and investment in new facilities for a significantly expanded programme of learning activities.

Organisational Chart



Reporting to the Visitor Experience Director, the post holder also has key relationships with the Superintendent of Windsor Castle, the wider Visitor Services Management team, Heads of Ticketing and Sales, Retail Operations, Learning and Marketing.

The post-holder has regular contact with staff at all levels across the Royal Household in all locations as well as with members of the public, contractors, suppliers, travel trade representatives and the Police. The Post-holder represents RCT at a range of Royal Borough of Windsor and Maidenhead meetings and forums relating to tourism.

Job Purpose

The post-holder is responsible for delivering the highest quality of visitor experience at Windsor Castle and Frogmore House, ensuring that standards are maintained and that the appropriate balance is established between the use of the Castle as an Official Residence of The Queen and its role as an international visitor destination. The Head of Visitor Services will work with heads of section and local managers to develop a coherent, shared vision for the management of the Castle, directly through visitor services teams and indirectly through other visitor-facing functions.



Principal Accountabilities

Responsible for the day to day running of the visitor experience at Windsor Castle, ensuring that the site is presented to the highest possible standard, appropriately reflecting its role as an official residence of The Queen and its profile as an international visitor destination.

Lead, manage and develop a diverse team to deliver the Visitor Experience strategy and to facilitate a culture of excellence and continuous improvement.

Participate in the development of RCT's business plan, used to set section, team and local direction.

Ensure appropriate recruitment, deployment, development and management of staff to achieve objectives.

Work closely with the Head of Ticketing and Sales to ensure the Ticket Sales team based at Windsor achieves targets and maintains high standards.

Actively seek and review visitor feedback, to develop new products and make recommendations for the continuous improvement of the visitor experience.

Prepare and control expenditure for operating and capital budgets, ensuring compliance with Royal Household purchasing guidelines and financial controls.

Ensure staff anticipate risks and act within authorised parameters to maintain the safety and security of people, property and data and that they are equipped to deal with emergencies and prevent accidents according to regulations, legislation and best practice.

Ensure Business continuity plans are agreed, updated and tested regularly.

Liaise closely with the Property Manager to ensure planned preventive and emergency maintenance is carried out promptly and to standard.

Liaise with the Head of Retail Operations to support the performance of the retail operation.

Liaise with the Head of Learning to facilitate the delivery of learning events, programmes and facilities.

Provide operational expertise on visitor-related projects at Windsor Castle.



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Manage and support ad hoc projects as required and undertake any other duty as may be reasonably requested.

Job Dimensions

The post-holder leads a team of approximately 200 staff and is a member of the Visitor Management group and has a total operating budget of approximately £4 million. The Castle welcomes one and half million paying visitors per year.

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.

Practical Requirements

Based at Windsor Castle the post-holder will work 37.5 hours per week, 5 days out of 7 and will be required occasionally to travel other locations, principally, Buckingham Palace and the Palace of Holyroodhouse. Due to the nature of the post the post-holder is required to have a flexible approach to working hours that will include a significant level of public holiday, weekend and evening working.

Person Specification

Essential

- Senior management experience of a large operation, team and budget in a customer facing environment, ideally in a premier tourist attraction
- Ability to demonstrate influencing, negotiation and communication skills, building trusting working relationships quickly to achieve successful project management results
- Is adept and persuasive at encouraging others to embrace change when appropriate.
- Demonstrates a planned and organised approach to work, able to prioritise a varied workload and effectively analyse and master detail
- Ability to demonstrate commitment to delivering exceptional customer service
- Ability to solve complex, strategic problems and make effective decisions accordingly.



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- Experience of managing and delivering projects and programmes, identifying risks and issues, managing stakeholders and budgets
- Evidence of strong interpersonal and enquiry-handling skills
- Is a self-starter who seeks the opportunity to assume responsibility and can work autonomously as well as collaboratively with colleagues
- Exceptional written communication skills

Desirable:

- Experience of working within an environment with a flat/matrix management structure
- Event management experience
- Experience of facilities or estate management with a record of delivering exceptionally high standards of presentation
- Experience of working in a Unionised environment