



## JOB DESCRIPTION

**JOB TITLE:** Ticketing and Sales Team Leader (Summer)

**DEPARTMENT:** Royal Collection Trust

**SECTION/BRANCH:** Ticket Sales and Information Office

**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.

Royal Collection Trust's Ticket Sales and Information Office is responsible for the provision of an onsite counters, telephone and online bookings service for all the above sites, selling approximately two million tickets a year to visitors. The central Contact Centre deals with approximately 130,000 telephone calls per year and, in addition, provides ticketing services for 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

To assist the Ticketing and Sales management team in the provision of a proactive, efficient and accurate Contact Centre and ticket sales and information service via telephone and counter sales, for all public openings of the official residences of The Queen (Buckingham Palace, The Queen's Gallery at Buckingham Palace, the Royal Mews, Clarence House, Windsor Castle, Frogmore House, the Palace of Holyroodhouse in Edinburgh and The Queen's Gallery in Edinburgh) plus any external clients such as Highgrove Gardens.

## Principal Accountabilities

Assist the permanent Ticketing and Sales management team in leading and motivating the team of Ticket Sales and Information Assistants at the London admission sites and in the Contact Centre.

Be responsible for maximising sales opportunities and setting targets for your team, providing support and coaching to ensure that they are achieved.

Maintain operational standards in terms of service levels and staff performance by delivering effective daily briefings to the on-site and Contact Centre teams.

Accurately and efficiently carry out opening and closing procedures on a daily basis.

Be involved in staff training and development by actively monitoring staff with Key Performance Indicators and to provide them with continuous feedback and coaching to improve their performance targets.



## The Royal Household

Ensuring that the operation is run as efficiently as possible and ensuring sufficient resources are available to deal with customer demand.

To be available and a visible support to staff to ensure that situations that arise are resolved and dealt with proactively.

To manage any staff matters such as lateness, absence or poor performance, in accordance with guidance.

### Job Dimensions

The post-holder will be responsible for leading a team of 20 summer staff at any one time which will be helping the Ticket Sales and Information Office to answer 140,000 telephone calls in the Contact Centre and sell 650,000 tickets per year.

Internally the post-holder has contact with other staff in the Royal Household. Externally the post-holder has contact with the general public.

### Decision Making Responsibilities

The post holder will deal with routine decisions as they arise. Decisions which are not covered by standard operating procedures will be referred to the permanent Ticketing and Sales management team.

### Practical Requirements

The post-holder must be available to work on a rota basis, including regular weekend days and some evenings. Owing to the nature of the job additional hours may be required.

### Person Specification

#### Essential

Be a confident and effective communicator with exceptional customer service skills.

Have strong supervisory skills, with the ability to effectively lead, motivate and supervise a team in a sales environment.

Have a flexible and proactive approach to your work, with the ability to work under pressure.

Have the ability to work accurately with figures and maintain attention to detail.

Demonstrate the ability to organise your time and prioritise tasks accordingly.

Be capable of and take pride in working to high standards of accuracy and presentation.

Have good IT skills including knowledge of Microsoft Office packages.



Desirable

## The Royal Household

Have supervisory experience.

Have experience of working in a sales environment.