



JOB DESCRIPTION

JOB TITLE: Warden (Seasonal)

DEPARTMENT: Royal Collection Trust

SECTION/BRANCH: Visitor Services

LOCATION: Windsor Castle

REPORTING TO: Assistant Visitor Services 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 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 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 King's Gallery, the Royal Mews and Clarence House), Windsor Castle (including Frogmore House) and the Palace of Holyroodhouse (including The King'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 Windsor Castle is responsible for managing public access to the Windsor Castle. The Castle admits approximately one million visitors per annum.



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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 ensure that visitors to Windsor Castle receive the highest standard of visitor care and to ensure the safety and security of the building, exhibits and visitors.

Principal Accountabilities

- To undertake searching duties for prohibited items in a calm, efficient and friendly manner, confiscating these as necessary or alerting the Security Manager or a Police Officer
- To hand out multi-media guides at the distribution point and instruct visitors on how to use them
- When working in the cloakroom, to ensure the temporary safe custody of items that could potentially impede the progress of other visitors in the State Apartments or inflict damage to the works of art
- To be familiar with, and proactively offer, auxiliary aids and services for visitors with disabilities to ensure access to the visitor experience is accessible for all visitors
- To be alert at all times for visitors in need of assistance or medical attention, or for situations requiring intervention, alerting the Duty Manager on the radio or in person when necessary



The Royal Household

- To ensure that visitors comply with all safety and security procedures and to be familiar with the emergency exit routes to assist with the orderly evacuation of the Admission Centre, the State Apartments, and Queen Mary's Dolls' House should an emergency occur
- To undertake any other tasks delegated, as and when required by the Team Leaders / Assistant Visitor Services Managers / Visitor Services Manager

Job Dimensions

The post-holder does not have any budgetary or supervisory accountabilities.

Internally, the post-holder has contact with most levels of Royal Household staff. Externally, the post-holder has contact with the external organisations and members of the public.

Decision Making Responsibilities

The post-holder has no decision-making responsibility but is expected to resolve simple day-to-day issues. All queries or problems are to be referred to the Team Leaders, Assistant Visitor Services Managers or Visitor Services Manager.

Practical Requirements

The post-holder is principally based at Windsor Castle, however, on occasion he or she may be asked to work in London.

Owing to the nature of the role, the job holder may be requested to work longer hours and flexibly, and to work each weekend, with Tuesdays and Wednesdays as days off. In addition, you may be asked to work some evenings in support of the Private Evening Tours.

The successful applicant will be required to stand-up for long periods, walk from site to site, and handle boxes of multi-media guides, therefore the job is physically demanding. Consideration will be given to the requirements of the role and whether adjustments could be made to accommodate any disability.

Person Specification

Essential

- Excellent customer service skills
- A genuine desire and ability to work with the public
- A pleasant, friendly manner and be able to communicate confidently and clearly with a broad range of people including colleagues, other members of the Royal Household and members of the public
- To be alert and reliable and understand that it is their responsibility to protect the Castle, its contents and the visitors



The Royal Household

- A proven ability, or be able to demonstrate the ability, to work effectively as part of a team and to establish good professional relationships with colleagues
- To be flexible, willing and co-operative; and understand that you will be required to work weekends
- To be committed to working to high standards and providing the highest level of visitor care
- To thrive in a very busy environment and be able to work under pressure

Desirable

- Experience of working in a front line, customer focused environment