



JOB DESCRIPTION

JOB TITLE: Warden (Summer)

DEPARTMENT: Royal Collection Trust

SECTION/BRANCH: Visitor Services

LOCATION: Buckingham Palace

REPORTING TO: Visitor Services Team Leader

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.

The Visitor Office at Buckingham Palace is responsible for managing public access to the annual Summer Opening of the State Rooms, The Queen's Gallery, the Royal Mews, the garden at Buckingham Palace and Clarence House.



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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 Buckingham Palace, Clarence House, The Queen's Gallery and Royal Mews receive the highest standard of visitor care and to ensure the safety and security of the building, exhibits and visitors.

Principal Accountabilities

To maintain a high standard of visitor care and security and to greet all visitors in a friendly and polite manner.

To have a broad knowledge of the Visitor Route including the State Rooms, Clarence House, The Queen's Gallery and Royal Mews and their contents and of other information that visitors may require.

To deal with visitors' queries/problems efficiently.

To ensure that all areas, which are open to visitors, are clean and tidy on opening and to maintain high standards of presentation throughout the day.

To assist in the preparation of the relevant visitor route before opening.

To attend training sessions prior to the Summer Opening.

To monitor the Visitor Route to ensure the safety of the building, exhibits and visitors.

To be aware of emergency and evacuation procedures and to act accordingly if an emergency should occur.

To ensure that visitors comply with all safety and security procedures.



To ensure that any accidents/incidents to visitors are reported to the Supervisor in line with accident reporting procedures.

To undertake any other tasks delegated, as and when required by the Head of Visitor Services / Visitor Services Manager / Duty Manager / Assistant Visitor Services Managers / Visitor Services Team Leaders.

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 is expected to make routine decisions during the course of duty, but will refer any queries or problems to the Team Leader or Duty Manager where necessary.

Practical Requirements

The post-holder must be available to work regular weekend days and some evenings to assist with private events. Owing to the nature of the job additional hours may be required.

The post-holder will be required to stand-up for long periods and walk from site to site. The job is therefore physically demanding, however, consideration will be given to the requirements of the role and whether adjustments could be made to accommodate any disability.

Person Specification

Have a genuine desire and ability to work with the public in a front line, customer focused environment.

Have a pleasant, friendly manner and be able to communicate confidently with a broad range of people including colleagues, other members of the Royal Household and members of the public.

Have 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.

Be flexible, willing and co-operative; and understand that you will be required to work weekends and occasional evenings.

Be committed to working to high standards and providing the highest level of visitor care.

Thrive in a very busy environment and maintain patience and empathy even when working under pressure.