



JOB DESCRIPTION

JOB TITLE: Retail Assistant

DEPARTMENT: Royal Collection Trust

SECTION/BRANCH: Retail

LOCATION: Windsor Castle

REPORTING TO: Assistant Retail 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 Ltd.

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 Windsor Castle retail operation includes four permanent shops; in addition, two seasonal ice cream locations and a temporary shop in the grounds of Frogmore House, opened during the summer season.



Royal Collection Trust, York House, St James's Palace, London SW1A 1BQ
T. +44 (0)20 7839 1377, F. +44 (0)20 7839 8168, www.royalcollection.org.uk

Royal Collection Enterprises Ltd is a company registered in England and Wales (2778486). Registered office: York House, St James's Palace, London SW1A 1BQ

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Organisational Chart



Job Purpose

To maximise sales and provide an outstanding level of customer service to members of the public visiting the shops at Windsor Castle, to share the responsibility for meeting and exceeding sales targets, and maintaining high standards of visual presentation.

Principal Accountabilities

- To increase spend per head through use of excellent sales and service skills;
- To support and promote central initiatives such as the Home Delivery service and Tax Free shopping to increase sales;
- To actively acknowledge, approach and interact with customers, providing a professional and courteous service and targeted use of product knowledge and selling skills;
- To maintain top level visual presentation, ensuring stock and general shop floor areas consistently reflect our exacting standards;



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- To fully understand and follow all procedures relating to stock control, cash handling and general day to day processes; complying fully with legal requirements including the sale of alcohol;
- To participate in annual stock take, private evening events and other work related activities taking place outside of usual working hours;
- To undertake tasks delegated by line managers; work closely as part of a team to ensure consistency in operational standards;
- To participate in all staff training activities and act as a role model for new joiners and colleagues;
- To be familiar with security, emergency and evacuation procedures and to act accordingly if an emergency should occur;
- To report any maintenance required in accordance with Health and Safety guidelines.

Job Dimensions

The job holder has no line management or budgetary responsibility.

Decision Making Responsibilities

The job holder has no decision making responsibility but will be expected to resolve simple day-to-day issues.

Practical Requirements

The post-holder will be based at Windsor Castle but may, on occasion, be required to travel and work at other residences. The post-holder will work in the shops on a rota basis. Some early morning and evening work will be required throughout the year for Private Evening Tours, training events and other retail initiatives taking place.

The post-holder will be required to stand-up for long periods and walk between onsite shop locations. 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

Qualifications, knowledge and experience

- Previous sales experience in a busy retail environment or similar customer facing role.



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Technical Competencies

- A reasonable standard of numeracy and literacy and the ability to work accurately with figures and maintain attention to detail;
- A genuine desire to work with the public and a passion for delivering excellent customer service;
- Desirable: the ability to speak a second language.

Household Competencies

- A warm, friendly manner with clear, confident communication skills;
- A proven ability to work effectively as part of a team with a reliable and flexible approach;
- A commitment to working to high standards.



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