



## JOB DESCRIPTION

JOB TITLE: Staff Operations Co-ordinator

DEPARTMENT: Royal Collection Trust

SECTION/BRANCH: Visitor Services

LOCATION: Buckingham Palace

REPORTING TO: Visitor Services Manager

### Job Context

Royal Collection Trust is a department of the Royal Household (known internally as the Royal Collection Department) 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 Visitor Office at Buckingham Palace is responsible for managing public access to the annual Summer Opening of the State Rooms, The Queen's Gallery and the Royal Mews, at Buckingham Palace and Clarence House.

The Visitor Experience Strategy clearly sets out the systems through which services are delivered (staff, setting and process) and the standards by which all aspects of the visitor experience should be guided (friendliness, safety, presentation, accessibility and efficiency).



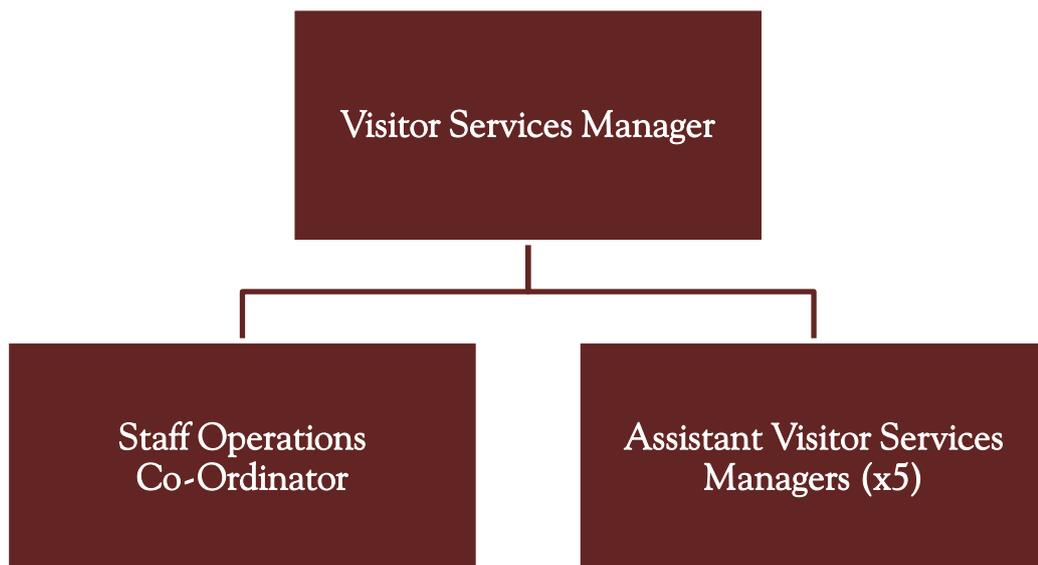
Royal Collection Trust, York House, St James's Palace, London SW1A 1BQ  
T. +44 (0)20 7839 1377, F. +44 (0)20 7839 8168, [www.royalcollection.org.uk](http://www.royalcollection.org.uk)

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

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



## Organisational Chart



The post-holder has extensive contact with members of the public and with other Royal Household colleagues. The post-holder will also be responsible for creating professional and effective relationships with external suppliers.

## Job Purpose

To lead in managing staff administration duties and assist and support the Visitor Services Manager with the operational running of the Visitor Office. This includes the planning and delivery of the Summer Opening of the State Rooms at Buckingham Palace and supporting the core site operation at The Queen's Gallery and The Royal Mews.

## Principal Accountabilities

### Rotas and Payroll

To carry out all administrative responsibilities regarding payroll for the London Visitor Services team, including the calculation of monthly payroll data, the recording of payroll statistics, and the resolution of payroll queries

To be responsible for the production and distribution of rotas for the Summer Opening of the State Rooms ensuring sufficient operational cover and that daily staff levels are in accordance with those set out in the budget

To undertake a range of projects, with a particular emphasis on those that are staff related



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## Administration

# The Royal Household

To maintain accurate and up-to-date staff manuals for London Visitor Services front-line team

To ensure front line staff remain well informed by making them aware of all relevant communications

To manage the First Aider Register and ensure timely refresher courses are booked for individuals

## Staffing Support

To lead and create the training programmes for the Summer Opening of the State Rooms and to produce and issue detailed training timetables, booking the venues and trainers for all sessions

To be responsible for petty cash, ensuring that returns are completed on a weekly basis, and expense claims for the Visitor Office

To manage catering requirements during all staff training and throughout the year

To maintain the spreadsheet of lockers and locker keys for the Core Sites and Summer Opening of the State Rooms

## Staff Management

To lead on the Buckingham Palace Summer Opening recruitment campaign for the duration of the cycle, including interview and selection

To contribute to the delivery of the Buckingham Palace Summer Opening staff training programme, including leading and facilitating some sessions

## Information Technology

To be the central London Visitor Services contact for the Royal Household Information Technology department, maintaining the provision of critical services and delivering induction training where authorised, as well as managing the set up and termination of logins and permissions for new employees

## Budget Control

Under the guidance of the Visitor Services Manager, to prepare and regularly update budget spreadsheets for the annual budget and re-forecast for all Visitor Office staff

To obtain competitive quotes and monitor and control expenditure on livery and any other staff-related equipment purchase, highlighting potential variances to the Visitor Services Manager

To ensure timely processing of purchases using the Open Accounts software system

## Livery



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## The Royal Household

To be responsible for the sourcing, purchasing, issuing and care of all uniform and name badges for London Visitor Services Wardens, acting as the point of contact for the livery company to maintain a positive working relationship

### General

To respond to or re-direct any requests for information from colleagues within the Royal Household and the public, and to assist with general office administration

To support everyone in the Visitor Services team to ensure the highest standard of visitor care across our sites

To undertake any other duty as may be reasonably requested by the Visitor Services Manager

### Job Dimensions

The post-holder has indirect budget responsibility for livery provision (budget circa £24,000).

### Decision Making Responsibilities

The job holder is expected to make routine decisions during the course duty, but will refer any queries and problems to the Visitor Services Manager.

### Practical Requirements

Owing to the nature of the job additional hours will be required, especially during the period of the Summer Opening of the State Rooms at Buckingham Palace.

The post holder is principally based at Buckingham Palace however on occasion he or she may be required to travel.

### Person Specification

#### Essential

Exceptional communication skills, both face to face and over the phone, to deal with a range of internal and external stakeholders

Demonstrable administrative skills, including the ability to produce letters, memos, schedules and spreadsheets

An extremely organised approach to work with high attention to detail and the ability to multi-task and prioritise a high volume workload



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A genuine desire to work with people and a passion for delivering excellent visitor care

Strong computer skills, including proficiency using MS Word and Excel, with particular importance on spreadsheet creation and management, and ideally database IT programmes

The ability to work without supervision

A proven ability to work effectively as part of a team and be reliable and flexible in approach

### Desirable

Experience of working in a visitor services role, a major tourist attraction or the heritage sector

An interest in the work of The Royal Household and Royal Collection Trust



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