



## JOB DESCRIPTION

**JOB TITLE:** Admissions Assistant (Summer)

**DEPARTMENT:** Royal Collection Trust

**SECTION/BRANCH:** Visitor Services

**LOCATION:** Windsor Castle

**REPORTING TO:** Assistant Admissions 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.

The Visitor Experience Strategy sets out the systems through which an exceptional visitor experience is delivered (staff, setting and process) and the Quality Standards against which all aspects of the visitor experience are measured (friendliness, safety, presentation, accessibility and efficiency).

The Visitor Office at Windsor Castle is responsible for managing public access to the Windsor Castle and to the annual summer opening of Frogmore House. The Castle admits approximately 1.6 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 provide an efficient and courteous service to members of the public visiting Windsor Castle.

The post-holder will be rostered to work in the Admission Centre, or, on an occasional basis at the Ticket sales point during public open days at Frogmore. In all cases, the post-holder will be responsible for the effective sale of tickets and related admission items for Windsor Castle and Frogmore House and ensuring visitors are informed of any changes to the visitor route.

## Principal Accountabilities

### Staff

- To maintain a high standard of visitor care and to ensure all visitors receive a world class welcome;
- To ensure visitors have the correct ticket at the point of sale and scanning, then direct them along the visitor route after ticket purchase
- To have a broad knowledge of information that visitors to Windsor Castle may require and to deal with their queries/problems efficiently.

### Setting

- To maintain a welcoming environment throughout the day in accordance with the Quality Standards;



## The Royal Household

- To report emergency cleaning problems to the appropriate manager;
- To report any maintenance required or lost property to the appropriate manager;
- To maintain high levels of personal presentation;

### Process

- To sell tickets and souvenir guidebooks using an electronic till system to handle cash, credit card and voucher transactions;
- To respond to enquiries from customers, face to face, at the ticket counters in an efficient and courteous manner;
- To achieve targets and KPIs for gift aid conversions, souvenir guide book sales, e-newsletter subscriptions and cross-sales;
- To check the till float each morning and to ensure that all monies or vouchers reconcile with the computer printout at the close of day;
- To ensure that monies received throughout the day are kept secure and removed to the Ticket Office safe when necessary;
- To promote ticket sales for entry to all other Royal Collection Trust sites in a pro-active manner;
- To ensure the sales area has sufficient stock of tickets, leaflets and souvenir guidebooks;
- To be aware of good security procedures and emergency evacuation procedures/fire alarms and to act and assist accordingly if an emergency should occur;
- To undertake any other duty as may be reasonably requested.

### Job Dimensions

The post-holder has no line management or budgetary responsibility.

### Decision Making Responsibilities

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

### 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 regular weekend days.



## Person Specification

### Essential

- A genuine desire to work with the public and a passion for delivering excellent customer service
- A warm, friendly manner with clear, confident communication and presentation skills, as well as an ability to pro-actively engage with visitors, building relationships and gauging their level of knowledge/interest;
- A reasonable standard of numeracy and literacy and the ability to work accurately with figures and maintain attention to detail
- A commitment to working to high standards
- A reliable, pro-active and flexible approach
- A proven ability to work effectively as part of a team, provide support and encouragement to new joiners, and establish good professional relationships with colleagues

### Desirable

- Some experience of working in a front line, customer focused environment