



JOB DESCRIPTION

JOB TITLE: Office and Facilities Manager (Maternity cover)

DEPARTMENT: Royal Collection Trust

SECTION/BRANCH: Finance and Administration

LOCATION: St. James's Palace

REPORTING TO: Finance Director

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.

Royal Collection Trust is the largest of the five Departments of the Royal Household, with approximately 500 employees. Over eighty staff work in York House and Stable Yard House, and many both sites receive a high volume of visitors, guests and contractors from both internal departments and external organisation



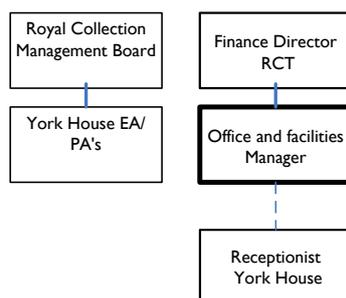
Royal Collection Trust, York House, St James's Palace, London SW1A 1BQ
T. +44 (0)20 7839 1377, F. +44 (0)20 7839 8168, www.royalcollection.org.uk

The Royal Collection Trust is a company limited by guarantee registered in England and Wales (2713536) and a charity registered in England and Wales (1016972) and in Scotland (SC039772). 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



Reporting to the Finance Director, the post-holder has close working relationships with all members of the Management Board, coordinating office cover with their PAs. The post holder also has a close working relationship with the Health and Safety Manager, Head of Security Liaison, the Head of Operations in Property Services and his team as well as other senior managers across the Royal Household.

Job Purpose

To co-ordinate the effective running of the reception at York House and to ensure the maintenance of a safe, clean, well-presented, compliant and efficient working environment for all staff at York House and Stable Yard House, St James's Palace.

Principal Accountabilities

Office Management

- To co-ordinate the effective running of York House and Stable Yard House and the maintenance of a safe, clean, well-presented, compliant and efficient working environment for all staff and guests
- Overseeing the coordination of cover for the reception desk and telephone at York House is manned throughout the working day (0900-1730 inclusive) with the receptionist and other PA's in York House
- To set up and co-ordinate ad hoc internal and external meetings, working with the pass office, managing EVA bookings for guests and deliveries, liaising within the Royal Household and with external bodies at all levels
- To oversee the room booking diary for York House, ensure that all meetings in the Conference Room are set up with the necessary equipment for presentations/meetings and appropriate refreshments
- To ensure the appropriate catering for lunches, dinners and receptions, and the provision of refreshments for meetings as required
- To ensure the efficient and secure receipt and distribution of external and internal post / couriered mail
- To ensure that shared IT systems such as combination printers, shredders and faxes are fully operational at all times and (confidential) waste is disposed of in the appropriate manner
- To order goods and services for York House within budget and in accordance with Royal Household procurement guidelines, including the provision of décor, cleaning contract, stationery and food supplies, catering, removals, minor works and equipment for the salvage teams
- To support the administrative requirements for staff joining and leaving Royal Collection Trust, including maintaining the intranet telephone directory and staff list



- To liaise with the Director and Management Board so that current and future office accommodation is adequately planned and provided for
- To ensure the efficient centralised booking and distribution of travel tickets & documentation as requested.
- To coordinate RCT staff invitations to RH events eg Garden Parties, liaising with other Household departments as appropriate

Facilities Manager

- Liaise with the Property Section and residents over the planning and delivery of scheduled and essential maintenance at York House and Stable Yard House
- To maintain and implement a schedule for phased internal re-decoration.
- In conjunction with the Masters Department to appoint and supervise a cleaning contractor, and to organise periodic deep cleans as necessary
- To be responsible for the vehicle fleet, ensuring value for money, safety, maintenance and compliance, including parking and the vehicle Congestion Charge administration
- To promote awareness of and application of best practice for the minimisation wastage for energy and other consumables
- To coordinate Business Continuity planning and preparedness across the Department, liaising with Departmental lead (Visitor Experience Director) and Security Liaison as required. This includes oversight of Bridge planning activity across the department
- To be the Departments Security Co-ordinator and Green Champion and represent RCT at the related meetings
- As the Departmental Safety Officer, chair the H&S meeting and co-ordinate all aspects of H&S management; ensuring that appropriate H&S measures are in place and actively maintained by all staff (including training, updating risk, workplace & COSHH assessments and the provision of fire marshals, first aiders)

Job Dimensions

The post holder has no line management responsibility but is responsible for ensuring that the reception desk at York House is manned during working hours. The post holder is responsible for an annual budget of up to £30k

Decision Making Responsibilities

Referring as necessary to colleagues, the post-holder will be required to resolve most of the day to day issues that arise in the course of duty but will refer more complex or sensitive issues to their line manager.

Practical Requirements

Working hours are 37.5 per week 0900-1730, Monday to Friday with one hour lunch break. Owing to the nature of the role, the post-holder will be required to be flexibility with working hours and will, on occasions, also be required to work in other Royal Residences



Person Specification

Essential

- Excellent IT skills, with a thorough knowledge of MS Office packages.
- Office Management experience
- Efficient and well-organised, with the ability to multi-task and work under pressure
- The ability to anticipate needs of the business and use initiative
- Unerring attention to detail.
- Excellent verbal and written communication skills
- The ability to communicate confidently with a wide range of individuals and organisations
- A team-worker, with a flexible and willing attitude
- Be able to work under pressure, managing and prioritising a varied workload
- Show initiative, particularly when dealing with correspondence and queries anticipating the needs of the business

Desirable

- Knowledge and experience of Health & Safety requirements and implementation
- Experience of managing and controlling budgets
- Full UK/EU driving licence