Buckingham Palace Summer Opening

CANDIDATE INFORMATION PACK

- Retail Assistant

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Welcome Message

From Simon Maples, Visitor Operations Director

Thank you for taking an interest in our summer jobs at Buckingham Palace.

Each year we look forward to welcoming thousands of visitors from around the world to enjoy the magnificent State Rooms at Buckingham Palace. Yet, although the surroundings are spectacular, it's our team of Visitor Experience Assistants that help to make a visit truly memorable.

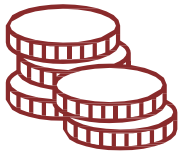
Whether selling tickets, welcoming people at the visitor entrance, answering questions in the grandeur of the State Rooms, directing people in the garden, or working in our shops, our team offer a warm welcome and a commitment to great service.

Our standards are high but we're with you every step of the way. You'll get lots of training before you start, and day-to-day support when you need it. You'll be joining a large, diverse, and supportive community – where many people join us for many summers, or indeed, explore other opportunities to join Royal Collection Trust, or the wider Royal Household on a permanent basis.

If you enjoy interacting with people and love working as part of a team, you're exactly who we're looking for.

So, apply now, and join us! I really look forward to seeing your application.

What we offer



£14.80 per hour

A range of benefits including complimentary tickets to RCT sites with 20% discount at Royal Collection Trust shops.

A complimentary lunch during your shift.

A guarantee of 350 hours during your contract period for full-time contracts.

Full training provided ahead of the public opening.

The opportunity to join a large, diverse and friendly team.

Retail Assistant

Retail Assistant

- Based in the Royal Collection Trust shops at Buckingham Palace, you'll help sell a wide range of merchandise from guardsman pyjamas and cuddly corgis to commemorative china and jewellery inspired by pieces worn by members of the Royal Family.
- Whether you are processing customers' orders, replenishing stock or helping someone to choose the perfect reminder of their day, you will provide a warm welcome and a first-class experience for visitors from all over the world.
- As part of a highly motivated team, you must be able to strike the perfect balance between sales and service, contributing to the achievement of sales targets while taking every opportunity to maximise customer satisfaction. You'll take pride in ensuring standards of presentation in the shops are maintained even at the busiest times. Clear, confident communication skills and a polite and friendly manner are essential.
- To thrive, you'll bring a friendly and welcoming attitude, excellent people skills, strong numeracy and computer skills as well as motivation to reach targets and drive sales.

Ashvin's Experience

"After my sister had an amazing experience working at Buckingham Palace Summer Opening a few years ago, I was excited to apply.

As a Retail Assistant I mostly handle incoming deliveries and prepare stock to go onto the shop floor. There's a huge variety of merchandise to organise. I also engage customers and help them to select souvenirs as a memory of their visit.

We sell so many amazing products, from Buckingham Palace honey to Union Jack wool blankets. I've been equipped with practical skills, benefitted from valuable experiences, and have a newfound appreciation for the intricacies of retail operations, from inventory management to customer service. This job has really helped grow my confidence.

The training I received when I joined was in-depth and extremely beneficial. In those first few weeks before we opened the shop, we were able to get to know each other while getting to grips with the role. As this was my first job, I was anxious in the beginning, but the training and support allowed me to gain all the skills I would need. Now I can say that I've become a real asset to the team, and I'm so proud that I'm relied upon and trusted with a variety of different tasks and responsibilities.

This role has given me the opportunity to develop myself professionally, but I've also made long-lasting friendships and memories from working with such a great team. I remain in contact with the many friends I made during my time in the shop; they really are some of the best people I have ever met.

If you're thinking about applying, just go for it! Being a part of Buckingham Palace Summer Opening is an incredible opportunity that you don't want to miss out on. From being in the Palace, to learning and developing new skills and meeting a variety of visitors from all over the world - it's a wonderful place to work."

Retail Assistant
Essential Criteria

A commitment to providing exceptional customer service

Good communication skills, a welcoming attitude and a love of interacting with a wide range of people

At your best working as part of a team

Able to work flexibly and adapt to different demands in a busy environment

Keen to learn new information about our products to promote to customers

Able to remain accurate and pay attention to detail when processing information

Recruitment Process

Submit an online application → Complete an online competency questionnaire → Complete an online checking test → Attend an in-person selection event

Our Recruitment Process

Recruitment Timeline

Applications Open

30 January 2026
-
08 February 2026

Online Tests

Invites sent from
02 February 2026
-
Final deadline
12 February 2026

We encourage all applicants to complete the online tests in good time to ensure a greater choice of final stage assessment dates

Interviews and Selection Events

Assessment Centers:

01 February 2026
-
20 February 2026

Contract Dates

16 June 2026
-
4 October 2026

Online Application

- **Complete our online application form**
  which asks for details of your previous work experience , educational background and motivation for applying for this role.

- You are encouraged to submit your application in good time ahead of the closing date and let us know as early as possible if you have any difficulties. If you do not receive acknowledgement of your application within 48 hours, please contact us on summerjobs@royal.uk.

- Registering for the vacancy should be completed no later than 08 February 2026 at 23:55. We would like to recommend candidates submit their applications as soon as possible as we will be shortlisting candidates throughout the advertising window.

Online Application
What we're looking for

You will be asked to tell us about your education and career history, with key responsibilities and achievements that are relevant to the role you're applying to. In addition to this you will also be asked the questions below. Although there is a word limit for each of these roles, please don't feel that you need to use the total limit for every question.

If you are successful in being invited to the final assessment stage our team will discuss the answers you provided within your application.

Q1. Why have you applied for this role?

Here you should explain what it is that has attracted you to the role, what you think you will enjoy and what you hope to gain from the experience.

Q.2 Please provide an example of a time when you delivered exceptional customer service? What was the situation, and how did you ensure needs were met?

This is your opportunity to showcase your customer service skills; we're looking for a specific of example of when you've provided excellent service this could be an example from the workplace, while in education or in your personal life. When writing your example, we recommend using the "STAR" (situation, task, action, result) format.

Online Tests

Competency Questionnaire:

This online test assesses how well your skills and attitude match the requirements of the role to which you are applying. For each question you will be presented with four statements, and you will need to rank the statements from ‘most like me’ to ‘least like me’. It should take approximately 10 minutes to complete.

Cognitive Checking:

This online test assesses your ability to quickly and accurately compare a data set (groups of letters and numbers) with four different response options. You’ll be asked to select the one which is identical to the original. This should take approximately 5 minutes to complete.

More information on these tests will be shared with you after submitting your application.

Interviews & Selection Events

If you meet the minimum pass mark for our online assessment, you will be invited to the final selection stage:

- You will be invited to an in-person selection event. This will be your opportunity to meet some of our team, learn more about the role and ask questions. You will also participate in a work-related exercise and a short final interview so that you can demonstrate your communication and team working skills.

- You will be asked to confirm any days during the contract period that you will not be able to work, we will aim to accommodate as many requests as possible, but this is not always achievable. More information on this can be found in our FAQ section.

Further information will be provided to candidates who progress through to this final stage.

If you are unable to attend the selection day on the date offered, or if you require any reasonable adjustments, please contact us at summerjobs@royal.uk.

Use of AI Tools in Your Application

We understand that AI tools like ChatGPT, Copilot Chat, and Gemini can be useful when preparing a job application. When used appropriately, they can help you present your skills and experience effectively. However, there are clear limits on how AI should be used during recruitment. This guidance explains what is acceptable and what is not when using AI to apply for roles at the Royal Household.

If AI is used inappropriately, we may withdraw your application. If you're unsure about what's allowed, please email us on summerjobs@royal.uk before submitting your application.

Acceptable Use of AI

Idea generation
You could use AI to help you brainstorm initial ideas or suggest ways to structure your application based on your experience.

Grammar and spelling support
It is fine to use AI to check grammar, spelling, and clarity in your written responses, such as personal statements or supporting information sections.

Interview preparation
You are welcome to use AI give you possible interview questions to practice or to explore common topics that might be covered, if the answers you give in the interview are genuinely your own.

Unacceptable Use of AI

Misrepresentation
Do not use AI to create content that presents qualifications, experience or achievements that are not your own. Every part of your application must be based on your real-life experience and accurately reflects your skills.

Submitting AI-generated content without review
Applications that are clearly AI-generated and submitted with little or no personal input are not acceptable. Your application should reflect your own voice and understanding.

Using AI to answer questions in real time
It is not acceptable to use AI during any part of the live interview process, including typing answers into a chatbot during online assessments or interviews.

Frequently Asked Questions

FAQs

Is this role suitable for part time working?

A limited number of part time contracts are available. You should discuss your options with the hiring manager if you are invited to an interview.

Is security clearance required?

Yes. If successful you will need to pass our security clearance to CTC (counter terrorism check) level. For this, you'll need to have been resident in the UK for three out of the past five years. In addition, we will request references to cover the past five years – this could be a mix of education, employment and character references. Further information will be available after your final interview.

Where will this role be based?

Most of our positions are based at Buckingham Palace, with a small number working from St James's Palace located next to Green Park.

Can I apply if I am 16 years old?

The minimum age you have to be to work for us is 17 years' old by 1 June 2026.

Where will my in-person Interviews/assessments take place?

Our in-person selection events typically take place at Buckingham Palace or another of our central London locations. Further information will be provided if you progress to this stage.

What do I wear to my selection and information event?

It is recommended that you opt for smart attire when attending an interview or assessment event. Since all our summer positions are provided with a uniform, there's no need to invest in specific clothing for this process. However, please note that jeans, trainers and similar casual clothing are not suitable for an interview.

What do I bring for my in-person interview/assessment?

You will be sent detailed information ahead of your interview or selection event with everything you need to know and bring.

Can I amend my email address on my application after submitting?

It is important that your application has your correct email address as this is the address that we will send all recruitment updates and communications to. If this changes, please log into your Candidate Profile and click on "Oleeo Support". A member of the team will then be able to change this for you.

What reasonable adjustments can be made for my interview/selection event if I have a disability?

If you require reasonable adjustments, please advise a member of the recruitment team as soon as possible on summerjobs@royal.uk and we can advise further. You will also be able to note this as part of your application.

FAQs

If I'm not able to attend an in-person selection event and require a virtual option, or if I need to reschedule, who do I contact?

We will aim to accommodate/reschedule where possible. To request this, please contact the recruitment team on summerjobs@royal.uk.

Am I able to schedule non-working days?

We expect full commitment to your contracted hours; however, we understand that there may be occasions during the summer when you are unavailable. To support this, summer staff can request a number of 'unavailability days' that corresponds to their contracted days per week. For example, staff on a full-time contract (5 days per week) may request up to 5 days of unavailability, while those contracted for 4 days per week may request up to 4 days and those on 3 days per week may request up to 3 days. We will make every effort to accommodate these requests, but please note that approval cannot always be guaranteed.

What are the usual working hours for these roles?

Shift times are dependent on which role/zone you are allocated once successful. The earliest start is 08:30 and our latest shift finishes at 21:00, with varying start and end times depending on which role you apply for. You will be able to discuss working hours and contracts during your interview.

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