JOB DESCRIPTION

JOB TITLE:	**Operations Supervisor (Summer)**
DEPARTMENT:	**Royal Collection Trust**
SECTION/BRANCH:	**Visitor Experience**
LOCATION:	**Buckingham Palace**
REPORTING TO:	**Duty Manager (Buckingham Palace)**

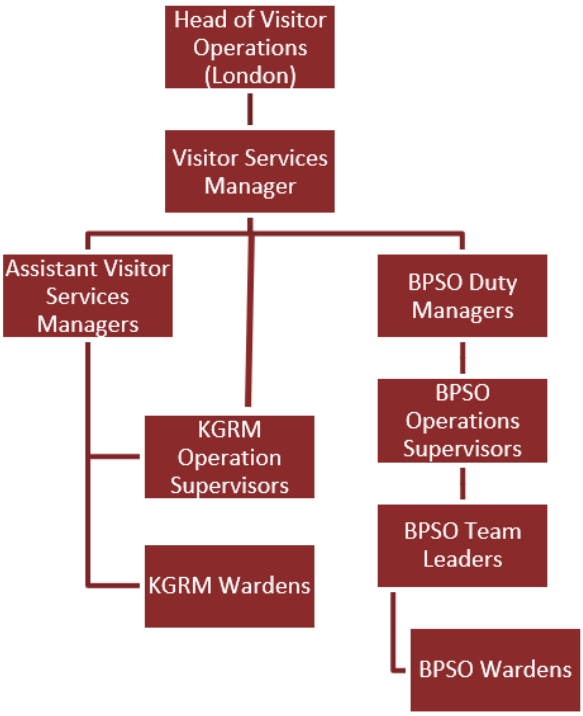
Job Context

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 15 royal residences and former residences across the UK. At The King's Galleries in London and Edinburgh 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 King in trust for his successors and the nation.

Royal Collection Trust is responsible for the management and financial administration of the public opening of Buckingham Palace (including The King's Gallery, the Royal Mews and Clarence House), Windsor Castle and the Palace of Holyroodhouse (including The King'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 King's Gallery, the Royal Mews and the garden at Buckingham Palace.

Organisational Chart



Job Purpose

To support the Duty Manager in the day to day operational and administrative running of the Buckingham Palace Summer Opening of the State Rooms, and ensuring that visitors to the Summer Opening receive the highest standard of visitor care as well as overseeing the safety and security of the building, exhibits and visitors.

Principal Accountabilities

Operations

Support the wider management team in the day-to-day operational running of Buckingham Palace Summer Opening by being a highly visible presence across site, with administrative support in the Operations Room on a rotational basis.

Lead on performance management for Team Leaders, conducting regular 1-1 meetings to ensure they are coached and supported to manage team and operational issues.

Monitor staff presentation and site standards on regular full-site walkarounds, addressing any issues as they arise.

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

Act as a point of escalation for Team Leader queries and concerns, resolving most day-to-day issues, but escalating more complex queries to the Duty Manager.

Ensure the Duty Manager and wider team is kept informed of all matters relating to the Summer Opening of the State Rooms.

Ensure adequate first aid provision across site, recording and escalating through the relevant health and safety systems.

Liaise closely with departments within the Royal Household, specifically Ticket Sales and Information Office, Property Section, the Master of the Household's department and Police Control, reporting any security, maintenance or cleaning problems to the appropriate department.

Act as the operational lead for Exclusive Guided Tours and Learning events, liaising with other managers across the core sites to ensure appropriate staffing levels.

Ensure lost property across Buckingham Palace Summer Opening is logged and kept securely.

Staffing, Administration and Emergency Procedure

Oversee daily staffing across the visitor route, working with Team Leaders to allocate Cover Wardens.

Accurately maintain staffing and payroll records on StaffSavvy, including daily lateness, sickness, holiday and other absence, liaising with Team Leaders to ensure cover.

Manage the daily Operations Report, ensuring all site operational and staffing concerns are recorded, along with follow-up actions.

Manage daily health and safety reports from the wider team, working with the Duty Manager to ensure there is an accurate, consistent and comprehensive record of issues and follow-up actions.

Alongside the Duty Manager, assist with managing the Visitor Services response to emergency situations, escalating any issues to relevant stakeholders.

General

Undertake any other tasks delegated, as and when required by the Duty Manager, Visitor Services Manager or the Head of Visitor Operations (London).

Job Dimensions

Daily responsibility for the smooth and efficient management of Buckingham Palace Summer Opening. There is an expectation that the job holder will resolve many of the operational and staffing issues across site, acting as a secondary point of escalation after Team Leaders.

Internally, the job holder has contact with most levels of Royal Household staff. Externally, the job holder has contact with the external suppliers, contractors and organisations, as well as members of the public.

There is no budgetary responsibility.

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

Practical Requirements

The job holder must be available to work regular weekend and evening shifts, on a rotational basis.

The job holder will be required to stand-up for long periods, and to walk the site on a regular basis. 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

Previous experience of supervising teams in a busy, visitor-focused environment.

Excellent communication and supervisory skills with the ability to effectively lead, motivate and supervise a team, including Team Leaders.

Previous experience of complex administrative responsibilities, balancing and prioritising multiple responsibilities, and working to tight deadlines.

Enjoy working with people and providing the highest levels of visitor care, leading by example to ensure these values are consistent across teams.

Be reliable, committed and flexible in your approach to work, ensuring you are able to adapt at short notice to any changes in priorities.

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