
Windsor Castle Visitor Operations Opportunities

CANDIDATE INFORMATION PACK:

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- Admissions Assistant



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Welcome Message

From Simon Maples, Visitor Operations Director

Thank you for taking an interest in our Visitor Operation Opportunities at Windsor Castle.

Each year we look forward to welcoming thousands of visitors from around the world to enjoy the magnificent State Apartments, Queen Mary's Dolls' house and St. Georges Chapel at Windsor Castle. Yet, although the surroundings are spectacular, it's our Visitor Operations teams that help to make a visit truly memorable.

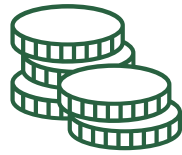
Whether selling tickets, welcoming people at the visitor entrance, answering questions in the grandeur of the State Apartments or working in our shops, our team offer a warm welcome and a commitment to great service.

Our standards are high but we're with you every step of the way. You'll get lots of training 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:



£13.45 per hour



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



A complimentary lunch during your shift.



A minimum of an average of 28-30 hours a week for full time contracts (dependant on role)



Full training provided to ensure you have all the skills needed to excel in the role.



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



Free parking during your shift



Our Roles



Visitor Operations Opportunities

Explore a variety of opportunities this Summer by joining us in Windsor Castle, where you'll play a key role in bringing history to life and ensuring every guest has a truly memorable visit.

Our Assistants are grouped into three key areas: Visitor Services, Admissions and Retail. Each area is integral to delivering an exceptional service focused on enhancing the experience for visitors from around the globe.

When submitting your application, you will be able to indicate your role preference. The essential criteria for all areas is the same.

Your final placement will be determined based on where we believe your skills will shine most during our selection events. Full details about each role can be found later in our candidate pack.

Begin your journey to an unforgettable role in a truly iconic setting!

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.

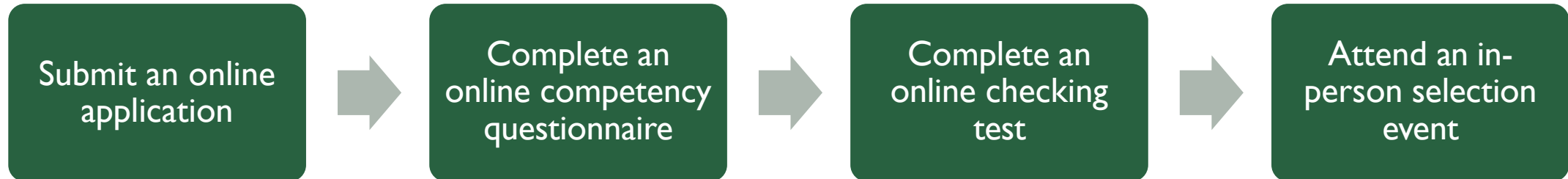


Able to show initiative and provide solutions to problems.



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

Recruitment Process:



Visitor Services Assistant

- ◆ As a Visitor Services Assistant (also known as a Warden), you play a crucial role in enhancing the visitors' experiences during the busiest months. Together with the year-round Visitor Services team, you will welcome people from all over the world and help them enjoy the precincts, Castle and works of art from the Royal Collection.
- ◆ With full training provided, you will share your knowledge of the Royal Collection and Windsor Castle with confidence and clarity.
- ◆ Whether it is greeting visitors on arrival, carrying out security checks, handing out Multimedia Guides, or answering questions in the State Apartments, you'll create the kind of exceptional visitor experience that leaves a lasting and positive impression. While the role can be physically demanding, we are committed to considering the requirements of the position and exploring potential adjustments to accommodate any disabilities.



Victoria's Experience

"I started as a Summer Warden at Windsor Castle in June 2024. A week of training involved time spent in the castle seeing the wardens in action, a tour of the town to learn the best advice to give visitors, and even up the top of the Round Tower, waving at the people below.

The warden positions at Windsor Castle are so varied, from welcoming visitors into the State Apartments, handing out audio guides, or guiding them through the security process upon entry. My favourite posts are outside throughout the grounds and gates. I loved having a different conversation with every visitor about where they were from, be it halfway around the world, or two streets down the hill, and answering their questions about the 1000 years of Castle history.

Day to day work is incredibly busy, with nearly 10,000 visitors a day, but so rewarding and an incredible experience to be a part of the team that constantly go above and beyond to make visitor experience the best it can be. As a working castle, there is a large community of staff and residents that make the place feel welcoming to both visitors and new staff. I found it so easy to become part of the team and I enjoyed greeting those from other departments as they went about their own duties.

I highly recommend the role to those who want to be a part of something extraordinary. There is nothing quite like walking through that iconic gateway, seeing that castle silhouette appear, and knowing, that is where you get to spend your summer."



Retail Assistant

- ◆ Based in the Royal Collection Trust shops, 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 the shop or helping someone to choose the perfect reminder of their day, you will provide a warm welcome and an exceptional 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.
- ◆ In order to thrive, you'll need to bring a friendly and welcoming attitude, excellent people skills, strong numeracy and computer skills as well as your motivation to reach targets and drive sales.





Michelle's Experience

"Having a keen interest in the history of Windsor Castle, when I saw a summer job in retail advertised, I was excited to apply. The Castle's unique setting and links to 1000 years of history appealed to me.

The application process was very straight forward, and the group interview was quite fun!

In my role as a retail assistant, full in-depth training and support was provided from the first day. The retail team were welcoming and gave me the confidence to assist all visitors with any help and product information required. The team were always available for any help and support at any time should I need it.

Each day is different, which is great. One day you could be helping to sell a collection of our beautiful China in our shop in the State Apartments, the next day you could be helping a young visitor choose a soft toy. You can be on the till in the morning then replenishing stock in the afternoon, so flexibility is a must in the role.

The summer can be extremely busy, but it can be so rewarding. To enhance a visitor's experience by helping them choose a keepsake or that special present can be gratifying. You get to meet some wonderful visitors from all over the world and it's always great to hear their stories of who they are buying the gift for or where the gift is travelling too.

If you are thinking of applying for the role of Summer Retail Assistant, I would highly recommend it. I have made some wonderful friends, enjoyed meeting some fascinating people and embraced the variety of Windsor Castle retail. Having enjoyed my summer experience so much I was lucky enough to stay in the role and I'm now a permanent member of the team."



Admissions Assistant

- ◆ As an Admissions Assistant, you are the first point of contact for visitors to Windsor Castle. You will work with our visitors at our Admission Centre, welcoming visitors and groups, selling and checking tickets and providing the best possible start to their journey.
- ◆ Throughout the summer you will receive all the training needed to provide a first-class service. You'll answer visitor's questions, promote the tours and events on offer, upsell guidebooks, and promote e-subscriptions, and gift aid donations, always aiming to build a great day out for each visitor.
- ◆ In order to thrive, you'll bring a friendly and welcoming attitude, excellent people skills, strong numeracy and computer skills as well as a motivation to reach targets and drive sales. Above all, you will bring excellent attention to detail to drive sales. Above all, you will bring excellent attention to detail and strong customer service skills to the role, making sure the arrival process is as smooth as possible for our customers.

Honey's Experience

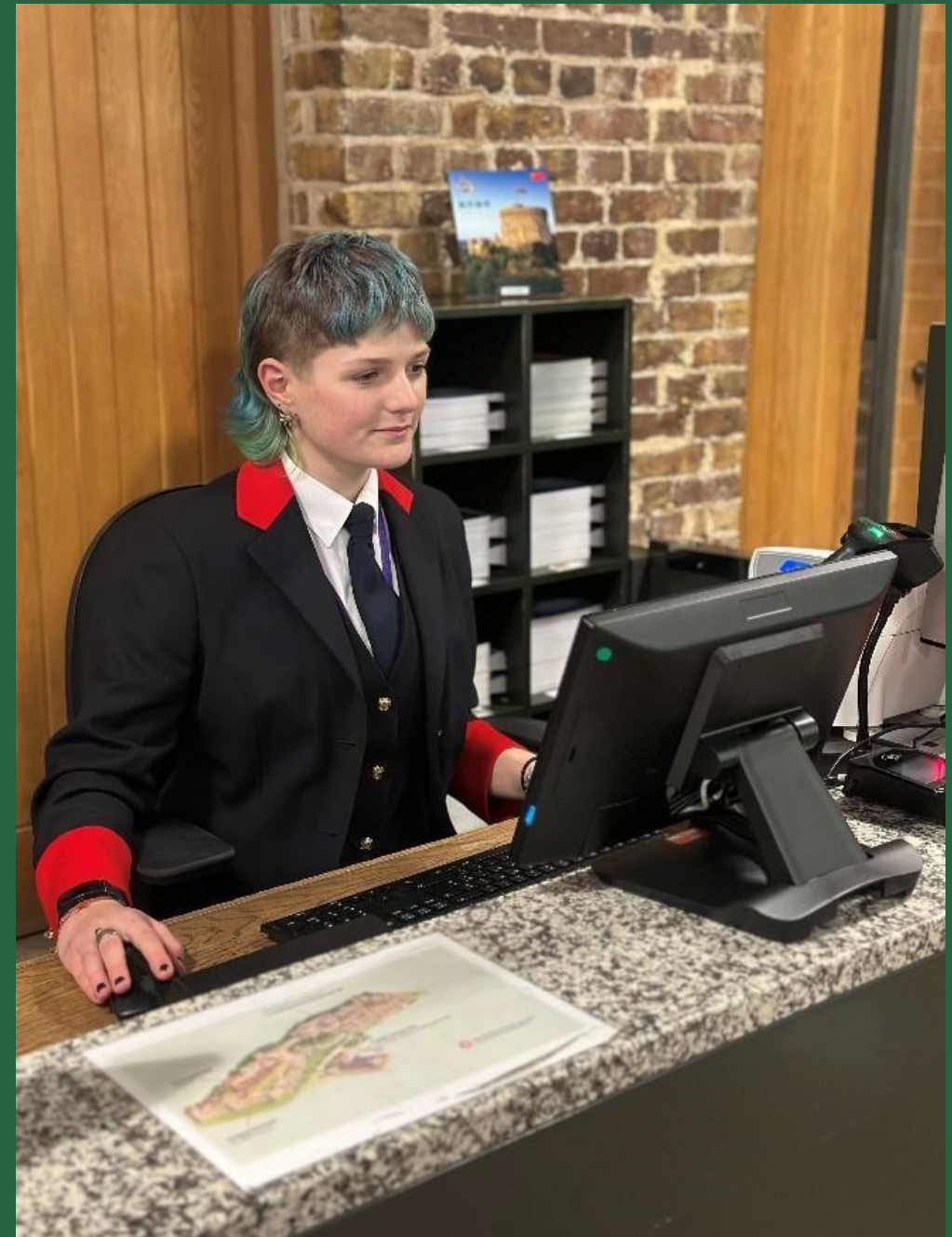
"I applied for the role of Admissions Assistant at Windsor to try a new job for the summer, and to experience a different environment, different people, and this job certainly delivered.

Working at Windsor Castle you meet lots of new people from many stretches of the world and walks of life, whether they be customers or colleagues, which is something I really like about this position.

At first, I only intended this to be a summer job, as I wanted to learn things and pick up new skills. In this job you'll experience dealing with members of the public, crowd control, passing on information and helping people enjoy their visit to Windsor Castle.

Over the summer this job doesn't fail to keep you on your toes, there is never a dull moment and there is always something new to learn. That is why by the end of my first month here, I already wanted to stay on longer as a permanent member of the team.

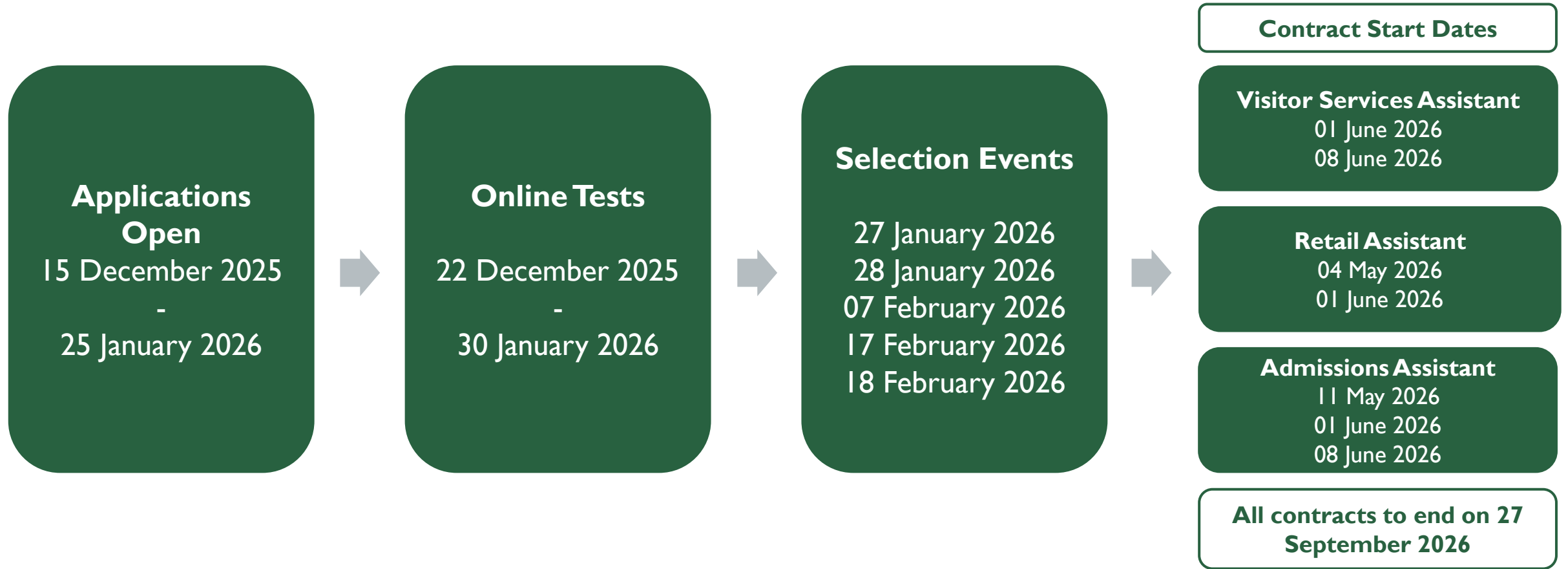
It may feel challenging to pick up so many new skills, but the team working with you here help guide you through it and are good at supporting you and making sure you feel welcome, it's a great environment to work in. I enjoy working here because it is a challenging and unique environment that offers lots of new things to experience."





Our Recruitment Process

Recruitment Timeline



1. 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.
- ◆ **This campaign has three different vacancies.**
When applying you will be asked to choose from the three roles listed.
- ◆ You are encouraged to submit your application in good time ahead of the closing date of 25th January 2026 at 23:55 and let us know as early as possible if you have any difficulties as we will be shortlisting candidates throughout the advertising window.. If you do not receive acknowledgement of your application within 48 hours, please contact us on summerjobs@royal.uk.



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 preference. In addition to this you will also be asked the two 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.

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'll enjoy and what you hope to gain from the experience.

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 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.

2. 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.

Further details about the tests will be shared with you once you are invited to complete them.



3. Interviews and Selection Process

If you meet the minimum pass mark for our online assessment, 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 an interview so that you can demonstrate your communication and team working skills.

For **all roles**, you will be asked to confirm any days during the contract period that you will not be able to work.

Further information will be provided to candidates who progress through to the 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.

A man in a black suit with a red collar and tie, smiling and talking to a group of people in an ornate room. The background features gold-colored wall decorations and a chandelier.

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?

All positions will be based in Windsor Castle.

Can I apply if I am 16 years old?

Unfortunately, we are unable to accept applications from anyone who is under the age of 17 by the 1st June 2026.

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

Our in-person selection events typically take place at Windsor Castle. 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.

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 e-mail 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 “Oleo 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.

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.

How do I get there?

Windsor Castle is conveniently located near two mainline railway stations: Windsor & Eton Central and Windsor & Eton Riverside, both just a short walk away. Nearby parking and bicycle racks are available for those traveling by car or bicycle.

What are the usual working hours for these roles?

Shift times are dependent on which role you are allocated once successful. On a typical day, the earliest start is 09:00 and our latest shift finishes at 18:00. With varying start and end times depending on which role you apply for.

On occasion you may be required to work an evening tour which will end at 21:00.

Am I able to apply for annual leave?

We expect full commitment to your contracted hours; however, we understand that there may be occasions when you are unavailable during the summer. To support this, summer staff can request up to 5 days of annual leave (pro-rated for part-time staff). We will make every effort to accommodate these requests, but please note that approval cannot always be guaranteed due to the availability of these dates.

To give the best opportunity for this leave to be approved, please request these dates during your respective assessment centres. Approval of leave cannot be guaranteed after this time.



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