



JOB DESCRIPTION

JOB TITLE: Operations Supervisor (Summer)

DEPARTMENT: Royal Collection Trust

SECTION/BRANCH: Visitor Experience

LOCATION: Buckingham Palace

REPORTING TO: Head of Visitor Services/Duty Manager (Buckingham Palace)

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 Office at Buckingham Palace is responsible for managing public access to the annual Summer Opening of the State Rooms, The Queen's Gallery, the Royal Mews, the garden at Buckingham Palace and Clarence House.



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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 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

To be based in the Operations Room and to support the Duty Manager in the day-to-day operational running of the Summer Opening.

To act as a first point of contact in the absence of a Duty Manager for any queries that Team Leaders are unable to deal with.

To ensure that the Duty Manager is kept informed of all matters relating to the Summer Opening of the State Rooms.

To liaise closely with departments within the Royal Household, specifically Ticket Sales and Information Office, Property Section, H Branch, G Branch and Police Control, and to report any security, maintenance and cleaning problems to the appropriate department.



To assist in the smooth running of Exclusive Evening Tours.

To be responsible for all lost property.

To be responsible for the allocation and collection of keys, capes, umbrellas and radios ensuring that all relevant paperwork is completed.

To ensure that the Red Cross representatives are on site each day and carry out their duties as required.

To support the Team Leaders with their day-to-day duties as required and to assist the Team Leaders with any problems which may arise including any disputes/problems with visitors as and when required, ensuring that the Duty Manager is kept informed throughout.

To be the first point of contact for any ad hoc queries relating to the Summer Opening and to deal with them accordingly in a confident and efficient manner.

To walk the visitor route prior to opening each day, in accordance with procedures, to ensure that the route is safe and that agreed standards of presentation are being upheld, swiftly reporting any problems back to the Operations Room.

To inspect and monitor the visitor route on a regular and thorough basis throughout the day to ensure that the agreed standards of presentation and visitor care are being achieved.

To support the Team Leaders in ensuring that all Wardens and Retail Assistants are wearing their correct uniform, carrying out their duties efficiently and maintaining high standards of visitor care and security.

Staffing

To be responsible for supervising and supporting the Standby Wardens ensuring that they carry out their duties efficiently and maintain a high standard of visitor care and security. To liaise with Team Leaders about their performance and to ensure that their performance is maintained.

To be responsible for the daily allocation of the Standby Wardens along the visitor route, liaising with the Duty Manager, in order to maintain staffing levels throughout the day.

To action any requests to changes in rota ensuring adequate cover is found to maintain the required staffing levels.

To be the first point of contact for staff calling in late/absent and to act accordingly.

To carry out Performance Reviews for the Standby Wardens.

Administration

To contribute to the daily Operations Report, noting any issues and actions that took place each day.

To action any points highlighted by the Duty Manager from the Team Leader's Daily Reports.

To be responsible for checking Standby Warden timesheets.



The Royal Household

To ensure that all timesheets are collected at the end of each week and to be responsible for accurately inputting them onto the payroll database in an efficient and timely manner.

To ensure that Team Leaders complete Accident Report Forms as and when required and ensure they are sent to the specified departments.

To liaise closely with the other Operations Supervisors and to provide comprehensive hand over notes to ensure they are kept up-to-date with any changes/incidents that occur.

Training

To attend and play an active role in all Summer Opening training days.

Health and Safety

To monitor the visitor route to ensure the safety and security of the exhibits, visitors and staff.

To be familiar with the BPSO risk assessment and ensure that controls are complied with.

To be aware of emergency and evacuation procedures and fire alarms and to act accordingly if an emergency should occur.

To process accident report and near- miss forms in accordance with the procedures laid down in the staff manual.

General

To have a good overall knowledge of the Buckingham Palace Summer Opening together with a general knowledge of the local area.

To undertake any other tasks delegated, as and when required by the Duty Manager or the Head of Visitor Services.

Job Dimensions

To provide operational support to the Duty Manager during the Summer Opening of the State Rooms at Buckingham Palace.

To be responsible for the safety and security of staff, visitors, visitor route and exhibits.

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.

Decision Making Responsibilities

The post-holder is expected to make routine decisions during the course of their duties, but will refer any queries and problems to the Duty Manager.



Practical Requirements

The job holder must be available to work regular weekend days. Owing to the nature of the job additional hours may be required due to special events.

The job holder will be required to stand-up for long periods and walk from site to site. 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

Have previous experience of supervising teams in a busy visitor-based environment.

Possess excellent communication and supervisory skills with the ability to effectively lead, motivate and supervise a team.

Have previous experience of complex administrative responsibilities, often working to tight deadlines.

Enjoy working with people and providing the highest levels of visitor care.

Be able to demonstrate the highest of standards for this visitor facing role.

Be reliable, committed and flexible in your approach to work.

Possess strong organisational skills with the ability to work under pressure and multi- task.

Have a high standard of literacy sufficient to understand written and spoken instructions, and numeric skills sufficient to work accurately with figures and maintain attention to detail.