



## JOB DESCRIPTION

**JOB TITLE:** Visitor Services Assistant (Warden)

**DEPARTMENT:** Royal Collection Trust

**SECTION/BRANCH:** Visitor Services

**LOCATION:** Buckingham Palace, London

**REPORTING TO:** Assistant Visitor Services Manager

### Job Context

Royal Collection Trust is a department of the Royal Household (known internally as the Royal Collection Department) 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 Ltd.

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 and the Royal Mews, at Buckingham Palace and Clarence House.



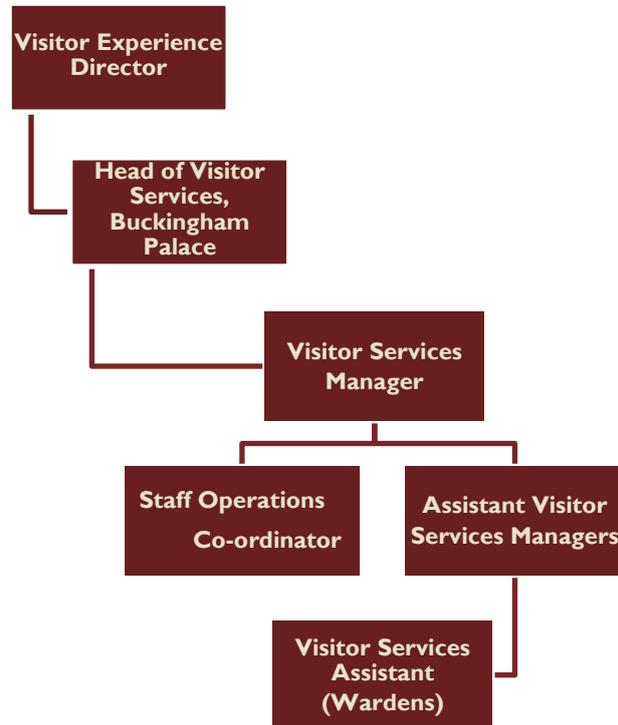
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Royal Collection Enterprises Ltd is a company registered in England and Wales (2778486). Registered office: York House, St James's Palace, London SW1A 1BQ

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



## Organisational Chart



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

## Job Purpose

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

The Visitor Experience Strategy sets out the systems through which an exceptional visitor experience is delivered (staff, setting and process) and the Quality Standards against which all aspects of the visitor experience are measured (friendliness, safety, presentation, accessibility and efficiency).

The post holder plays a crucial part in enhancing visitors' experiences through personal interaction and by interpreting the exhibits, buildings and works of art whilst maintaining their safety and security.

## Principal Accountabilities

### Staff

- To offer a friendly welcome to all visitors;



## The Royal Household

- To seek opportunities for active engagement with visitors to enhance their enjoyment, appreciation and understanding of the Royal Collection and the Palaces;
- To have a broad knowledge of the Royal Collection, the Palaces, the Royal Household and the local area and to delight in sharing this knowledge with visitors, adapting the content and delivery of information according to visitors' interest and requirements;
- To devise and deliver first class guided tours and short talks to visitors across Royal Collection Trust London sites, ensuring that the information provided is suitably adapted to the audience and that the tour is completed within the required timeframe;
- To ensure the safety and security of the buildings, exhibits and visitors;
- To act as a role model for new joiners and colleagues.

### Setting

- To assist in the preparation of visitor routes before opening, ensuring that all areas are clean, tidy and beautifully presented on opening and to maintain high standards of presentation throughout the day in accordance with the Quality Standards;
- To monitor the visitor routes to ensure the safety of the exhibits and visitors;
- To report emergency maintenance/cleaning problems and ensure these are resolved.

### Process

- To check tickets, carry out security checks, operate the cloakroom and distribute multimedia guides calmly, efficiently and in a friendly manner;
- To be familiar with security, emergency and evacuation procedures and to act accordingly if an emergency should occur;
- To support the Assistant Visitor Services Manager / Visitor Services Manager in the set up and smooth running of press events, receptions, special events and tours at the London sites, including assisting with hospitality and catering when necessary;
- To be familiar with, and proactively offer, auxiliary aids and services for visitors with disabilities to ensure access to the visitor experience is accessible for all visitors;
- To undertake any other tasks delegated, as and when required by the Assistant Visitor Services Manager / Visitor Services Manager.

## Job Dimensions

The post-holder has no line management or budgetary responsibility.



## Decision Making Responsibilities

The job holder has no decision making responsibility but will be expected to resolve simple day-to-day issues.

## Practical Requirements

The job holder will be based at Buckingham Palace but may, on occasion, be required to travel to other residences.

Owing to the nature of the role, the job holder may be requested to work longer hours and flexibly. The Summer Opening of the State Rooms at Buckingham Palace is a particularly busy period and for this reason, annual leave must not be taken during the months of July, August or September. In addition, you will be asked to work mornings and evenings throughout the year for press events, receptions, meetings and Private Evening Tours.

The post-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

- A genuine desire to provide excellent visitor care;
- A warm, friendly manner;
- Clear, confident communication and presentation skills;
- The ability to research and develop information to deliver guided tours and short talks;
- A commitment to working to high standards;
- The ability to build relationships with visitors and gauge their level of knowledge/interest;
- A reliable and flexible approach;
- A proven ability to work effectively as part of a team, provide support and encouragement to new joiners, and establish good professional relationships with colleagues;
- An interest in the work of the Royal Collection Trust.