



JOB DESCRIPTION

JOB TITLE: Visitor Services Manager, Buckingham Palace

DEPARTMENT: Royal Collection Trust

SECTION/BRANCH: Visitor Services

LOCATION: Buckingham Palace

REPORTING TO: Head of Visitor Services, 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 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 in Edinburgh (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.

The Visitor Experience Strategy clearly sets out the systems through which services are delivered (staff, setting and process) and the standards by which all aspects of the visitor experience should be guided (friendliness, safety, presentation, accessibility and efficiency).



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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 the external suppliers, contractors and organisations as well as members of the public.

Job Purpose

To be responsible for the day to day management of visitor services at The Queen's Gallery, The Royal Mews and Clarence House and to support the Head of Visitor Services in the management of the Summer Opening of the State Rooms at Buckingham Palace.

Principal Accountabilities

Staff

Coach and develop the Assistant Visitor Services Managers in their management of their direct reports, and the delivery of an exceptional visitor experience in line with the Visitor Experience Strategy.

Facilitate a culture of excellence and continuous improvement by encouraging open two-way communication throughout the team.

Responsible for deployment of the Assistant Visitor Services Manager team to meet all operational requirements for Duty Manager cover at all sites other than Buckingham Palace Summer Opening.

Ensure the Assistant Visitor Services Managers appropriately deploy staff efficiently, within budget to meet all operational requirements.



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Ensure the Assistant Manager and Warden teams are high performing and motivated, consistently demonstrating behaviour in line with the Quality Standards.

Responsibility for all people management functions at the core sites, including ensuring that: high calibre staff are recruited; training needs are identified and delivered; performance expectations are clearly communicated and managed, regular performance development reviews are carried out and absence is managed.

Lead on Buckingham Palace Summer Opening people management functions, including recruitment, training and performance management.

Deputise for the Head of Visitor Services in his/her absence.

Setting

Manage and oversee the effective day to day operation of The Queen's Gallery, The Royal Mews and Clarence House, ensuring that the highest standards of safety of visitors and exhibits, security of public and non-public areas, physical presentation and visitor care are maintained.

Ensure that the visitor routes are presented to visitors in accordance with the Visitor Services Quality standards at all times.

Process

Act as Duty Manager for any site when rostered or required, including the requirement to undertake regular Duty Management shifts for the Summer Opening of the State Rooms.

Maintain a safe environment for staff and visitors, ensuring that all activities are undertaken in accordance with Fire, Health, Safety and Security policies and procedures, including undertaking, updating and maintaining risk assessments for the visitor routes.

Contribute to the development and implementation of the Visitor Services Section Plan and continually investigate, identify, recommend and implement ideas to improve and develop the visitor experience at the London sites.

Actively contribute to the development and implementation of programmed events and activities, ensuring that their delivery is consistent with the Quality Standards and enhances the visitor experience.

Represent Visitor Services at project teams and meetings as required to support the development and implementation of any projects which impact upon the visitor experience.

Build and maintain effective relationships with colleagues from other departments both within Royal Collection Trust and across the Royal Household and, keeping abreast of events happening in the organisation.

To ensure that customer complaints are dealt with/resolved in a prompt and professional manner, personally handling complaints and/or escalating to the Head of Visitor Services as and when required.

To prepare the annual staffing budget submission for the Head of Visitor Services.

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



Job Dimensions

The post-holder is responsible for the line management of 5 Assistant Visitor Services Managers and the Staff Operations Co-ordinator. The post-holder is also responsible for the effective line management of a team of 40 permanent wardens, plus casual and seasonal staff, via the Assistant Visitor Services Managers.

As Duty Manager, the job holder has immediate responsibility for all daily public admission operations and facilities, and the management of up to c. 200 frontline staff.

During the Summer Opening of Buckingham Palace the post-holder will have overall management responsibility for an additional c. 300 temporary staff.

Responsibility for £3,000,000 Salary Budget, alongside £200,000 uniform, training and staff welfare budget.

Decision Making Responsibilities

The job holder has independence in day to day and operational decisions, but would refer policy or strategic issues to the Head of Visitor Services, Buckingham Palace.

Practical Requirements

The post-holder will be based at Buckingham Palace but may, on occasion, be required to travel and work at other residences.

The post-holder works 37.5 hours per week. Although hours will usually be 09:00 to 17:30, flexibility is required to meet business needs especially during peak periods.

Owing to the nature of the job additional hours will be required, especially during the period of the Summer Opening of the State Rooms at Buckingham Palace. Some early morning and evening work will be required throughout the year for Receptions, Private Views 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

Strong leadership skills and people management skills with the ability to encourage and develop teams;

Substantial experience of people management functions, including recruitment, training, performance and absence management;

Experience of managing operations and delivering the highest standards of customer / visitor service across multiple sites;

A genuine desire to work with the public and a passion for delivering excellent visitor care;



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Organised with the ability to work effectively under pressure in a busy environment, to multi- task and to manage a varied workload crossing short and long term deadlines;

Clear, confident communication skills and be able to quickly build effective working relationships with a wide range of people;

Have a proven ability to work effectively as part of a team;

Have excellent administration and IT skills, with a working knowledge of MS Office;

Be reliable and flexible in approach;