



JOB DESCRIPTION

JOB TITLE:	Ticketing Systems Support Officer
DEPARTMENT:	Royal Collection Trust
SECTION/BRANCH:	Ticketing and Sales
LOCATION:	Buckingham Palace
REPORTING TO:	Senior Ticketing and Sales Manager

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 Ticketing and Sales section is responsible for the provision of an onsite, telephone and online bookings service for all Royal Collection Trust locations, selling over 2 million tickets per year to visitors and generating approximately £38 million in ticket-sales revenue. The central Contact Centre deals with approximately 80,000 sales and information telephone calls per year and provides ticketing services to external clients.



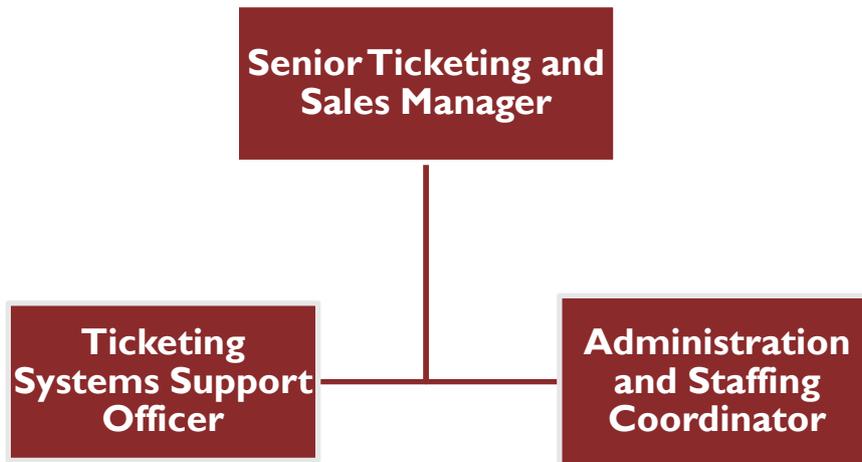
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Royal Collection Enterprises Ltd is a company registered in England and Wales (2778486). Registered office: York House, St James's Palace, London SW1A 1BQ

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



Organisational Chart



The post-holder has regular working relationships with stakeholders across the organisation, including Visitor Services, Press, Marketing, Online Infrastructure, Finance, IT, Retail and Learning.

Job Purpose

Reporting to the Senior Ticketing and Sales Manager, the post-holder is responsible for the administration and maintenance of the ticketing system. The post-holder will work within a cross-departmental team dedicated to the development and administration of the ticketing system as it grows to meet business needs. They are the first point of contact for technical support and troubleshooting for users across Royal Collection Trust's ticketing operation and any external clients.

Principal Accountabilities

- Set up and make amendments to all events and products on the ticketing system, including, but not limited to, the yearly cycle of core visits, four What's On programmes, an annual Groups Guide and the Schools programme.
- Support the Ticketing and Sales Manager in the day-to-day management of ticketing services for external clients, including systems set up and maintenance.
- Set up new users on the ticketing system at all locations in London, Windsor and Edinburgh and maintain agreed system security controls for each individual or group.
- Ensure that the ticketing system database is clean, accurate and kept up to date in preparation for marketing activity.



- Update staff-performance reports and prepare data analysis for management which will help to inform business decisions.
- Undertake regular checks of the ticketing website and system to ensure the information is consistent.
- Maintain the scheduled-reporting distribution list from the SRO system.
- In collaboration with IT, support, set up and test new and temporary sales points.
- Work with the Senior Ticketing and Sales Manager to configure the Disaster Recovery site, both in the event of a Disaster Recover situation and for staff-training purposes.
- Make changes to the ticketing-staff intranet as requested by the Senior Ticketing and Sales Manager.
- Undertake any other tasks delegated by the Senior Ticketing and Sales Manager, as and when required.

Job Dimensions

The post-holder has no staff-management or budgetary responsibilities.

Decision-making Responsibilities

The post-holder has day-to-day independence for operational decision-making, but will refer policy or strategic decisions to the Senior Ticketing and Sales Manager.

Practical Requirements

The post-holder works 37.5 hours per week, over five days, Monday to Friday with one hour or two 30-minute breaks for lunch. Owing to the nature of the job, weekend working and travel to other locations will be occasionally required (principally Windsor Castle and the Palace of Holyroodhouse). On these occasions, overnight accommodation, travel and subsistence expenses will be provided.

Although hours will usually be 08:30 to 17:00, the post-holder will be required to have a flexible approach to working hours to meet business needs, especially during the period of the Summer Opening of Buckingham Palace.

Person Specification

Essential:

- Exceptional organisational skills, and the ability to manage a varied workload and perform well under pressure.



The Royal Household

- Excellent IT skills and an interest in technology and software.
- Basic knowledge of computer components and computer terminology
- Attention to detail and the ability to be methodical and accurate in your approach to problem solving
- The ability to work well within a team and independently when required.
- Excellent stakeholder-management and communication skills, and the ability to build good relationships at all levels.

Desirable:

- Experience working in an admissions, ticketing, or box office environment.
- Experience of providing first-line technical support and system administration in a similar operation.
- Knowledge and understanding of ticketing systems and database administration.