



## JOB DESCRIPTION

**JOB TITLE:** Ticket Sales and Information Assistant (Summer)

**DEPARTMENT:** Royal Collection Trust

**SECTION/BRANCH:** Ticket Sales and Information Office

**LOCATION:** Buckingham Palace

**REPORTING TO:** Ticketing and Sales Team Leaders

### 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.

Royal Collection Trust's Ticket Sales and Information Office is responsible for the provision of an onsite counters, telephone and online bookings service for all the above sites, selling approximately 2.8 million tickets a year to visitors. The central Contact Centre deals with approximately 130,000 telephone calls per year and, in addition, provides ticketing services for a small number of 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



## Job Purpose

The provision of a proactive and efficient ticket sales and information service for visitors to the official residences of The Queen (Buckingham Palace, The Queen's Gallery at Buckingham Palace, the Royal Mews, Clarence House, Windsor Castle, Frogmore House, the Palace of Holyroodhouse in Edinburgh and The Queen's Gallery in Edinburgh) plus any external clients such as Highgrove Gardens.

## Principal Accountabilities

To take and process telephone, internet and counter sales for visitors to the official residences of The Queen.

To confidently use the multiple computer systems in both the Contact Centre and at the sales counters to sell tickets and souvenir guidebooks for all residences.

To achieve targets for gift aid conversions, souvenir guidebook sales, e-Newsletter subscribers and cross-sales.

To ensure that the booking information held on the computerised database is accurate and up-to-date.

To undertake the accurate and timely despatching of customer tickets.



## The Royal Household

To undertake any other tasks delegated, as and when required, by the Summer Team Leaders and the Ticketing and Sales Management team.

To ensure that all front of house positions are fully stocked with merchandise and consumer leaflets appearing neat and tidy.

### Job Dimensions

The post holder will be responsible for helping the Ticket Sales and Information Office to answer 140,000 telephone calls in the Contact Centre and sell 850,000 tickets per year.

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

### Decision Making Responsibilities

The post-holder is expected to make routine decisions during the course of duty, but will refer to the appropriate person when required.

### Practical Requirements

The post-holder must be available to work on a rota basis, including regular weekend days and some evenings. Owing to the nature of the job additional hours may be required.

### Person Specification

#### Essential

Have a genuine desire and ability to work with the public in a front line, customer focused environment.

Have a warm, friendly manner, both in person and over the telephone, and be able to communicate confidently with a broad range of people including colleagues, other members of the Royal Household and members of the public.

Have an understanding of excellent customer service and a genuine desire to exceed daily sales targets.

Have a proven ability, or be able to demonstrate the ability, to work effectively as part of a team and to establish good professional relationships with colleagues.

Be committed to working to high standards of accuracy and presentation and providing the highest level of visitor care.

Demonstrate the ability to organise your time and prioritise tasks accordingly.

Have the ability to work accurately with figures and maintain attention to detail.

Have a flexible, proactive approach to your work and the ability to work under pressure.



## The Royal Household

Thrive working in a busy and target driven environment.

Have good knowledge of Microsoft Office computer packages.

### Desirable

Have experience of working in a sales environment.