



JOB DESCRIPTION

JOB TITLE: Retail Assistant (Summer)

DEPARTMENT: Royal Collection Trust

SECTION/BRANCH: Retail

LOCATION: Buckingham Palace

REPORTING TO: Assistant Retail Manager/Retail Team Leader

Job Context

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 15 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 King in trust for his 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 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 retail business has an annual turnover of nearly £18million. It operates out of six permanent and seasonal onsite shops, through select partners and increasingly via the online shop. Ninety percent of products are exclusive to Royal Collection Trust and great emphasis is placed on supporting UK manufacturing.

The Buckingham Palace retail operation includes two permanent shops; in addition, several satellite shops open during the summer season.

Organisational Chart



**Head of Visitor Operations
Windsor and London**



Retail Manager

Royal Collection Trust, York House, St James's Palace, London SW1A 1BQ
T. +44 (0)20 7839 1377, F. +44 (0)20 7839 8168, www.royalcollection.org.uk

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



Job Purpose

To maximise sales and provide an outstanding level of customer service to members of the public visiting the shops at Buckingham Palace. To share the responsibility for meeting and exceeding sales targets, and maintaining high standards of visual presentation.

Principal Accountabilities

Sales

To increase spend per customer through targeted use of product knowledge and selling skills.

To support and promote central initiatives such as the Home Delivery service and add on sales in order to exceed daily sales targets.

To actively acknowledge, approach and interact with customers, providing professional and courteous service at all times.

Setting

To maintain top level visual presentation, ensuring stock and general shop floor areas consistently reflect our exacting standards.

Process

To fully participate in all training sessions in preparation for the Summer Opening of Buckingham Palace.

To fully understand and follow all procedures relating to stock control, cash handling and general day to day processes; complying fully with legal requirements including the sale of alcohol.

To participate in private evening events and other work related activities taking place outside of usual working hours.



To undertake tasks delegated by line managers, working closely as part of a team to ensure consistency in operational standards.

To be familiar with security, emergency and evacuation procedures and to act accordingly if an emergency should occur.

To report any maintenance required in accordance with Health and Safety guidelines.

Job Dimensions

The post-holder does not have any budgetary or supervisory accountability.

Internally, the post-holder has contact with other 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

You will typically be rostered to work 5 days per week, Thursday through to Monday, with your rest days usually being Tuesdays and Wednesdays.

The post-holder will be required to stand up for long periods and walk between shop locations, therefore the job is physically demanding. Consideration will be given to the requirements of the role and whether adjustments could be made to accommodate any disability.

Person Specification

Essential

Sales driven with an ability to confidently and proactively engage with customers.

A genuine interest and enjoyment of working with people in a retail environment with a passion for delivering excellent customer service.

An understanding of excellent customer service and proactivity and enthusiasm to work towards daily sales targets.

A commitment to working to high standards.

A warm, friendly manner with clear, confident communication skills.

A proven ability to work effectively as part of a team.



The Royal Household

A reliable, flexible and highly self-motivated approach to your work.

A reasonable standard of numeracy and literacy and the ability to work accurately with figures and maintain attention to detail.

Desirable

Previous sales and cash handling experience in a busy retail environment or a similar customer facing role.

Ability to speak a second language.