

## JOB DESCRIPTION

**JOB TITLE:** Assistant Visitor Services Manager

**DEPARTMENT:** Royal Collection Trust

**SECTION/BRANCH:** Visitor Services

**LOCATION:** Palace of Holyroodhouse

**REPORTING TO:** 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.

The Royal Collection is one of the largest and most important art collections in the world. It comprises more than a million objects and almost all aspects of the fine and decorative art, displayed and used among some fifteen royal residences and former residences across the UK. The Royal Collection Trust is charged with the care and preservation of the Royal Collection and its presentation to the public. 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.

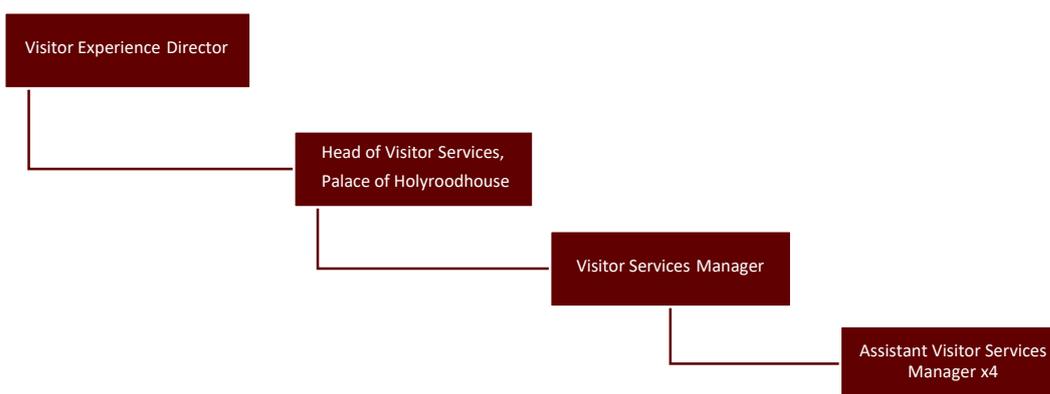
Royal Collection Trust is responsible for the management and financial administration of the public opening of Buckingham Palace (including The Queen's Gallery, the Royal Mews and Clarence House), Windsor Castle (including Frogmore House) and the Palace of Holyroodhouse (including The Queen's Gallery). 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 the Palace of Holyroodhouse is responsible for managing public access to the State Rooms and the Historic Apartments of the Palace and to The

Queen's Gallery, Edinburgh, welcoming over half a million visitors each year (or up to 4,000 visitors per day).

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).

## 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 lead and manage a team of Wardens by making well-informed decisions and ensuring the delivery of an exceptional visitor experience in line with the Visitor Experience Strategy.

To duty manage the public opening of the Palace of Holyroodhouse and the Queen's Gallery, Edinburgh, on a rota basis, which includes taking full responsibility of the site and exhibits and acting as a point person for all Royal Collection front-of-house teams in any site-wide business continuity scenario.

## Principal Accountabilities

### Leadership and Management

To lead, manage and motivate the team of Wardens in order to ensure the effective delivery of the Visitor Experience Strategy, and to generally facilitate a culture of excellence and continuous improvement

To form part of the Visitor Services management team and ensure regular and constructive communication is maintained across the wider team

To be responsible for the ongoing performance management of a team of Wardens; holding monthly 1:1s, carrying out regular performance reviews, setting and reviewing objectives, giving timely feedback and agreeing development plans where appropriate

To be responsible for absence management and for resolving any general staff issues that arise, by working within the parameters of the relevant Royal Household policies and by liaising with the Visitor Services Manager, Head of Visitor Services and HR as required

To provide day to day staff welfare support to the Warden team

To plan and deliver daily briefings and facilitate regular team meetings to encourage two-way dialogue

To prepare staff rotas in accordance with approved budgeted staffing levels, making most efficient use of staffing resources, and to create daily planners in order to ensure appropriate staffing levels are maintained throughout the day to meet operational requirements

To take the lead in full cycle recruitment campaigns from drafting job descriptions, shortlisting candidates and forming interview panels, as instructed by the Visitor Services Manager

To plan and deliver induction training and other training programmes as required, and to monitor and support the ongoing personal development of members of the team

To ensure that any issues or complaints raised by visitors are resolved in a positive and timely manner, within the context of the Quality Standards

To deputise for the Visitor Services Manager in their absence

## **Setting**

To ensure that areas which are open to visitors are clean and tidy on opening and to maintain high standards of presentation throughout the day as described in the Visitor Services Quality Standards

To report emergency maintenance/cleaning problems and ensure these are resolved

To ensure staff are well presented and wear the uniform correctly

To maintain staff areas and keep notice boards and visitor feedback files up-to-date

To have knowledge of The Queen's Gallery, the State Rooms and Historic Apartments, as well as the local area in order to answer a wide variety of questions from visitors

## **Process**

To be responsible for a site when rostered as Duty Manager, including carrying out opening and closing procedures and acting as a point person for all Royal Collection front-of-house teams in any site-wide business continuity scenario

To ensure all visitors are welcomed according to the Royal Collection Quality Standards

To undertake daily walk rounds of the visitor route to monitor and ensure the smooth running of all areas, and that agreed standards of presentation are being upheld

To ensure the safety and security of visitors, staff and exhibits through ensuring staff follow security procedures, appropriate monitoring, review and implementation of risk assessments and prompt and thorough accident reporting

To ensure the smooth management of press events, private receptions, meetings and Private Evening Tours when rostered to do so

To be aware of emergency, evacuation and business continuity procedures and carry out regular alarm testing and evacuation drills. To take the leading role if an emergency should occur

To build and maintain effective relationships with colleagues from other departments both within the Royal Collection and across the Royal Household and to keep abreast of events happening household-wide

To undertake a range of administrative tasks, including checking and inputting staff timesheets and completing daily reports, noting any issues and actions that took place each day

To liaise closely with the other Assistant Visitor Services Managers and to provide comprehensive hand over notes to ensure they are kept up-to-date with any changes/incidents that occur

To respond efficiently and confidently when presented with visitor complaints, and to react in a polite and sensitive manner to resolve all issues

To undertake any other tasks delegated, as and when required, by the Visitor Services Manager

To be a First Aider, or be willing to train as a First Aider

## **Job Dimensions**

The post-holder is responsible for a line management of c.35 permanent front line Wardens. In addition to a team of core Wardens, and will have day-to-day duty management responsibility up to 35 seasonal Wardens. They are also responsible for the safety and security of staff, visitors, visitor routes and exhibits. There is no budgetary responsibility.

## **Decision Making Responsibilities**

The post-holder is expected to make routine and well informed decisions during the course of their duties, but will refer any more complex or unusual queries and problems to the Visitor Services Manager.

## **Practical Requirements**

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

Working hours vary according to a roster pattern, however they will average 37.5 hours per week over five days, including some weekend days and including one hour break. Owing to the nature of the job additional hours will be required, especially during the summer period, which is likely to impact any annual leave requests for the months of July, August or September. Some early morning and evening work will be required throughout the year for Receptions, Private Views and Private Evening Tours.

The role requires standing up for long periods and walking 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

### Essential

Previous experience of managing, leading and motivating a team, ideally in a busy visitor-based environment

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

An organised approach with the ability to work effectively under pressure in a busy environment and multi- task

Clear, confident communication skills, with the ability to readily adapt style to suit different situations and audiences

A proven ability to work effectively as part of a team and be reliable and flexible in approach

Excellent administration and IT skills, with a working knowledge of MS Office

A high standard of literacy sufficient to understand written and spoken instructions, and numeric skills sufficient to work accurately with figures and maintain attention to detail

### Desirable

Participated in recruitment and training activities

Previous experience of absence and performance management

An interest in British history and/or history of art

Previous experience of working in the Gallery, Museum or Heritage sector