



## JOB DESCRIPTION

**JOB TITLE:** Warehouse Operative

**DEPARTMENT:** Royal Collection Trust

**SECTION/BRANCH:** Retail Warehouse

**LOCATION:** Home Park, Windsor

**REPORTING TO:** Warehouse Supervisor

### 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.

The warehouse is based in Shaw Farm, Windsor with two satellite excess storage locations and acts as a distribution centre for all customers, retail wholesale and e commerce; and manages the ensuing stock movements through two separate computer systems. It is responsible for the distribution of all stock to the eight permanent shops and one temporary shop, across 3 sites and processes approximately 3 million units per year.



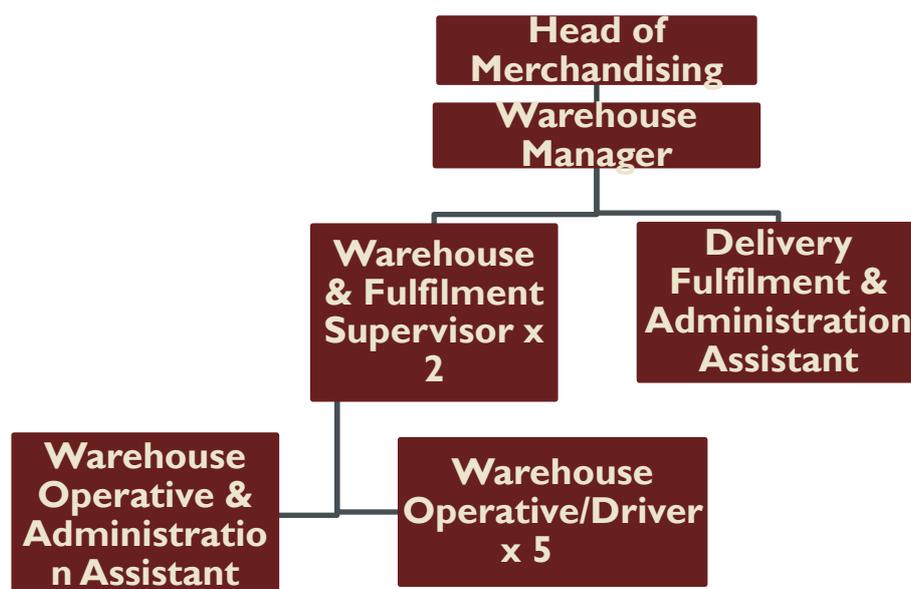
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Royal Collection Enterprises Ltd is a company registered in England and Wales (2778486). Registered office: York House, St James's Palace, London SW1A 1BQ

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



## Organisational Chart



## Job Purpose

To action the timely and accurate movement of goods through the Warehouse to retail shops and external customers and to assist in the packing and dispatch of individual customer orders.

## Principal Accountabilities

- To unload deliveries from suppliers' vehicles, checking that all goods are correct quantity & suitable for sale to ensure an accurate stock system is kept
- To advise the Administrator of any items not delivered as expected or damaged enabling them to contact the supplier
- To ensure that stock is labelled and placed in the correct locations and rotated according to delivery date bringing the older stock to the front
- To carry out ad hoc stock checks as requested, investigating any queries as they are raised
- To pick individual shop orders accurately as detailed on the picking list or transfer note and inform the administrator of any shortages, discrepancies or pack size discrepancies
- To pack, load and deliver stock as requested to individual stores, and take in to their stock rooms in a methodical and tidy manner
- To collect any Home Deliveries or stock movements from the shops and return them safely and securely to the warehouse. To check off against paperwork and pass to administrator for processing
- To support the dispatch of individual customer orders, in accordance with any specific requirements. These requirements change seasonally, and a balance of priorities needs to be maintained
- To accurately pack the orders to a high standard (if possible the longest food dates) ensuring that we continuously provide excellent customer service and fulfil our customers' expectations



- To undertake any other duty which may reasonably be requested

## Job Dimensions

The Royal Collection Warehouse and Distribution Centre processes 3 million units per year serving nine shops across three sites, plus a wholesale and e-commerce business. The job holder has no line management or budgetary responsibility.

## Decision Making Responsibilities

The post-holder has no decision making responsibility but will be expected to resolve simple day-to-day issues. They will be expected to refer to their line manager with more complex issues.

## Practical Requirements

The post-holder is principally based at Home Park in Windsor. The location is not close to public transport, so the post holder will be responsible for arranging their own transport methods.

The standard working hours are 37.5 per week over 5 days, Monday to Sunday. Owing to the nature of the job, flexibility and additional hours will be required to meet business needs. Some early morning and evening shifts will be required during peak periods.

The post-holder will be required to move heavy stock and stand for long periods. 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:

- Be able to pack, load and unload substantial deliveries
- Have basic computer skills; Retail specific IT training will be given on site
- Be reliable, committed and flexible in your approach to work.
- Possess strong organisational skills with the ability to work under pressure and multi- task.
- Have good numeracy and literacy, be able to work accurately with figures and maintain excellent attention to detail.
- Enjoy working flexibly and collaboratively as part of a supportive team.
- A customer-focused approach, able to pack orders appropriately with very high standards of accuracy and quality.

### Desirable:

- Warehousing experience would be an asset, but is by no means essential. We're more interested in your outstanding team working skills
- Hold a HGV (Category C1) licence and CPC qualification