



## JOB DESCRIPTION

**JOB TITLE:** Retail and Admissions Assistant (Seasonal)

**DEPARTMENT:** Royal Collection Trust

**SECTION/BRANCH:** Visitor Operations

**LOCATION:** Windsor Castle

**REPORTING TO:** Assistant Retail Manager/Assistant Admissions Manager

### 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.

The Retail and Admissions Teams at Windsor Castle are responsible for managing public access to Windsor Castle for approximately 1.6 million visitors per year and for the provision of an exceptional retail experience in line with our Quality Standards (friendliness, safety, presentation, accessibility and efficiency).



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



## Organisational Chart



## Job Purpose

To support the Retail and Admissions Management team in the provision of a proactive, efficient, and accurate retail and ticket sales operation at Windsor Castle.

To maximise sales and provide an outstanding level of customer service to members of the public. To share the responsibility for meeting or exceeding sales targets and for maintaining high standards of visual presentation.

## Principal Accountabilities

### Sales

#### *Retail:*

- To actively acknowledge, approach and interact with customers, providing professional and courteous service and targeted use of product knowledge and selling skills
- To support and promote central initiatives such as the Home Delivery service.

#### *Admissions:*

- To maximise sales of tickets, books and gift aid and respond to enquiries from customers at the ticket counters in an efficient and courteous manner. Support and promote central initiatives to increase ticket sales at all locations
- To achieve targets for gift aid conversions, guidebook sales, e-newsletter sign ups and cross-sales



## Setting:

### *Retail:*

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

### *Admissions:*

- Provide a warm and friendly welcome to all visitors; ensure visitors have the correct ticket at the point of sale and scanning and sharing knowledge and general information to enhance the overall visitor experience. To maintain a welcoming environment throughout the day in accordance with the Quality Standards and ensure the sales area has sufficient stock of tickets, leaflets and souvenir guidebooks

## Process:

### *Retail:*

- 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

### *Admissions:*

- To fully understand and accurately follow all procedures relating to ticket sales and voucher processes

## Both:

- To maintain a high standard of visitor care and to ensure all visitors receive a world class welcome into the admission center and shops.
- To have a broad knowledge of information that visitors to Windsor Castle may require and to deal with their queries/problems efficiently
- To participate in private evening events and other work-related activities taking place outside of usual working hours.
- To participate fully in all staff training and development activities
- 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 regulations. Work safely and diligently complying fully with company guidelines
- To undertake any other duty as may be reasonably requested.

## Job Dimensions

The post-holder has extensive contact with members of the public and with other Royal Household colleagues.

The post-holder has no line management or budgetary responsibility.

## Decision Making Responsibilities

The post-holder is expected to make routine decisions in the course of their daily duties and refer more complex queries to a senior member of the management team.



## 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. Working between the ticket offices and the Retail shops, the post-holder must be available to work some evenings to assist with private events.

This role requires standing for long periods, walking between locations and regular manual handling of stock. 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

- A genuine desire to work with the public and a passion for delivering excellent customer service and enthusiasm to work towards daily sales targets.
- A warm, friendly manner with clear, confident communication and presentation skills, as well as an ability to pro-actively engage with visitors, building relationships and gauging their level of knowledge/interest
- A reasonable standard of numeracy and literacy and the ability to work accurately with figures and maintain attention to detail
- A commitment to working to high standards
- A reliable, flexible and highly self-motivated approach to work
- A proven ability to work effectively as part of a team, provide support and encouragement to new joiners, and establish good professional relationships with colleagues

### Desirable

- Previous experience of working in Retail or customer focused environment
- The ability to speak a second language