



## JOB DESCRIPTION

**JOB TITLE:** Visitor Services Team Leader (Summer)

**DEPARTMENT:** Royal Collection Trust

**SECTION/BRANCH:** Visitor Services

**LOCATION:** Buckingham Palace

**REPORTING TO:** Head of Visitor Services/Duty Manager

### 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 Visitor Office at Buckingham Palace is responsible for managing public access to the annual Summer Opening of the State Rooms, The Queen's Gallery, the Royal Mews, the garden at Buckingham Palace and Clarence House.



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](http://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



## Organisational Chart



## Job Purpose

To supervise a team of Wardens ensuring that visitors to the Summer Opening receive the highest standard of visitor care and ensuring the safety and security of the building, exhibits and visitors.

## Principal Accountabilities

### Operations

To supervise the day to day running of a specific zone along the Buckingham Palace Summer Opening visitor route, ensuring sufficient staffing levels throughout the day.

To ensure that areas within their zone are clean and tidy on opening and to maintain high standards of presentation throughout the day and to report emergency maintenance/cleaning problems to the Operations Supervisors.

To assist in the smooth running of special events including press visits, private evening tours and special visits when required.

### Health, Safety and Security

To monitor the zone to ensure the safety and security of the area, visitors and staff and to ensure that visitors and staff comply with all safety and security procedures.

To be aware of emergency and evacuation procedures and fire alarms and to act accordingly if an emergency should occur.



## The Royal Household

To ensure that any accidents to visitors/staff are reported following the procedures laid down by the Royal Household Health and Safety branch and where necessary obtain assistance from the Duty Manager.

### Supervisory Duties

To attend and play an active role in planning and delivering all Summer Opening training days with particular responsibility for the zone specific training.

To attend the Duty Manager's Morning Briefing and subsequently brief the team for the day.

To manage, motivate and coach to constantly seek to ensure that the Wardens carry out their duties efficiently and maintain the highest standards of visitor care and security. To ensure that all Wardens are wearing their uniform correctly.

To manage any staff matters such as lateness, absence or poor performance, in accordance with guidance.

To assist Wardens with any problems which may arise and to deal with any disputes/problems with visitors as and when required but to refer to the Duty Manager where necessary.

To carry out Performance Reviews for the Wardens in the zone.

### General

To undertake administrative duties including preparing daily planners, checking Wardens' timesheets and liaising closely with the co-Team Leader to provide comprehensive handover notes.

To work in other zones, as directed, as a Standby Warden, on days where you are not rostered to supervise a zone.

To undertake any other tasks delegated, as and when required by the Head of Visitor Services or Duty Manager.

## Job Dimensions

To provide operational line management to a team of wardens during the Summer Opening of the State Rooms at Buckingham Palace.

To be responsible for the safety and security of staff, visitors, visitor route and exhibits.

Internally the post-holder has contact with other staff in the Royal Household. Externally the post-holder has contact with the general public. There is no budgetary responsibility.

## Decision Making Responsibilities

The post holder is expected to make routine decisions during the course of duty, but will refer to the appropriate person where more complex or recurring problems occur.



## Practical Requirements

The post-holder must be available to work regular weekend days and some evenings to assist with private events. Owing to the nature of the job additional hours may be required.

The post-holder will be required to stand-up for long periods and walk 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

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

Have a pleasant, friendly manner 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 strong supervisory skills, with the ability to effectively lead, motivate and supervise a team.

Enjoy providing the highest levels of visitor care.

Be reliable and flexible in your approach to work, be able to use initiative, work in a busy environment and multi- task.

### Desirable

Have previous supervisory experience in a visitor services environment.