



JOB DESCRIPTION

JOB TITLE: Visitor Services Project Co-ordinator

DEPARTMENT: Royal Collection Trust

SECTION/BRANCH: Visitor Services

LOCATION: Buckingham Palace

REPORTING TO: Head of Visitor Services, Buckingham Palace

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.

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 and the Royal Mews, at Buckingham Palace and Clarence House.



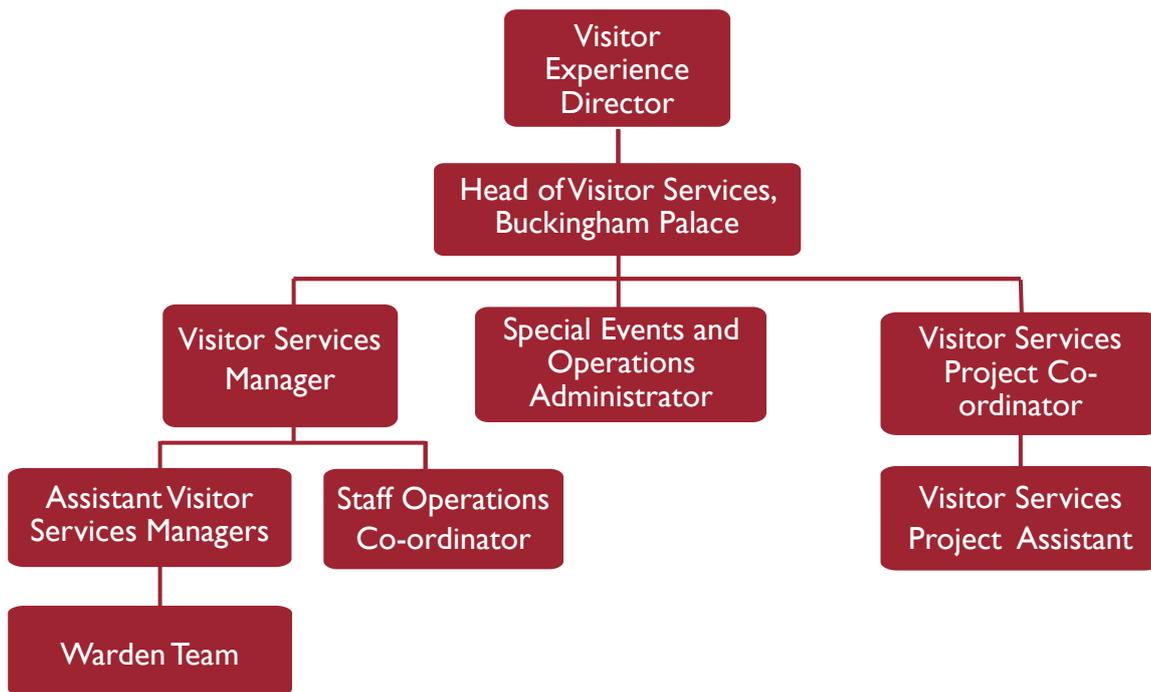
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Royal Collection Enterprises Ltd is a company registered in England and Wales (2778486). Registered office: York House, St James's Palace, London SW1A 1BQ

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



Organisational Chart



Reporting to the Head of Visitor Services, Buckingham Palace, the post-holder has contact with staff at most levels of Royal Household. Externally, the post-holder has contact with external organisations and members of the public.

Job Purpose

To manage the planning and delivery of the infrastructure and operational requirements for public access to Buckingham Palace, The Queen's Gallery, the Royal Mews and Clarence House, ensuring that the visitor routes and associated infrastructure are safe, secure, well-presented and open on time and to budget.

Principal Accountabilities

To lead on all operational aspects of the visitor experience at the Buckingham Palace Summer Opening (BPSO) and to co-ordinate the Winter and Easter openings of the Palace, including programming of dates, set-up and decant schedules (for the delivery and installation of temporary structures) and tender processes, liaising with internal and external stakeholders where necessary

To act as the first point of contact for contractors, holding regular meetings with temporary build teams and project architects to develop changes to structures and operations, providing input on design and operational use of public areas, signage and temporary equipment

To be responsible for and lead on Health & Safety arrangements for all London sites, including for contractors, ensuring risk assessments are provided and completed and safe practices are adhered to. To also write the risk assessments for openings of the State Rooms at various times in the year and analyse



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accident and near miss forms from all sites, making necessary arrangements to resolve arising issues with the assistance of relevant departments

To draw up a specification for temporary building structures used all year round at Buckingham Palace, raising purchase orders, and ensuring Construction Design Management (CDM) Regulations are adhered to for all aspects for the BPSO project, liaising closely with internal stakeholders and external contractors

To be responsible for liaising and working collaboratively with internal departments, building strong working relationships, to provide advice on build structures and schedules (for events such as Garden Parties and BPSO), ensuring they are fully briefed to ensure that projects are delivered on time and there is a cohesive experience across departments and events

To oversee security arrangements for all London sites – State Rooms, The Queen's Gallery, Royal Mews, and Clarence House, liaising with Security Liaison to draw up Memorandums of Understanding and Security Risk Registers as well as developing quotes and raising purchase orders for Police cover during BPSO. To also maintain security keys across all sites and be responsible for advising on security plans and draft operational procedures across the organisation

To oversee the provision of signage for all London sites, in accordance with Royal Collection Trust brand guidelines, and to develop or replace signage as required on an annual basis. To also liaise with the Exhibitions team to provide advice on the content and design of special exhibition/displays along the visitor routes and assess operational impact this may cause, developing strategies for ensuring smooth visitor flow alongside these displays

To be responsible for BPSO equipment and temporary building purchasing and to contribute to the maintenance of the overall budget spreadsheets (BPSO budget circa £1.5m), by preparing purchase orders to keep track of expenditure and using budget control sheets, processing invoices to ensure goods have arrived/services been carried out, using Open Accounts

To ensure costs remain within budget by assisting with the creation of annual budgets, collating quotations from internal and external suppliers and reporting on previous year's expenditure, contributing to budget decisions and highlighting potential variances to the Head of Visitor Services

To be responsible for the relationship with cleaning contractors, both general and specialist in the State Rooms and Clarence House.

To assist with the recruitment, selection and training of BPSO staff, including Operations Supervisors and Team Leaders, forming part of the interview panel as well as facilitating sessions within the training programme and leading on visitor route related presentations

To act as a Duty Manager during the Summer Opening, overseeing the daily operation of Buckingham Palace State Rooms and Gardens, ensuring that visitors to the sites receive the highest standard of visitor care as well as overseeing the safety and security of the buildings, exhibits and visitors

Job Dimensions

The post-holder is expected to control the budget for the BPSO project (£2.2m) and has budget authorisation of £5,000.



The post-holder has line management responsibility for the Visitor Services Project Assistant. During BPSO the post-holder will also act as Duty Manager, overseeing the daily operation of Buckingham Palace State Rooms and Gardens and responsibility for up to 150 staff.

Decision Making Responsibilities

The post-holder will have day to day independence for operational decision making but will refer strategic or policy decision to their line manager.

Practical Requirements

Owing to the nature of the job additional hours will be required, especially during the period of the Summer Opening of the State Rooms at Buckingham Palace.

The job holder will be based at Buckingham Palace but may, on occasion, be required to travel to other residences.

Person Specification

Essential

Significant experience of successfully coordinating and delivering complex projects (within deadlines and budget) and large teams of external suppliers and contractors with budgets in excess of £1,000,000

Strong communication skills and be able to quickly build effective working relationships with a wide range of people

Demonstrable experience of efficiently managing diverse stakeholder needs with a collaborative approach and a proven ability to work effectively as part of a team, establishing good professional relationships with colleagues

Excellent leadership and people management skills with the ability to encourage and develop teams

Proven ability to identify, manage and mitigate risk, particularly regarding security and Health & Safety

Experience working in a premier tourist attraction with a pleasant, friendly manner and a genuine desire and ability to work with the public

Exceptional planning and organisation skills and the ability to manage a varied workload, crossing short and long term time deadlines, whilst also maintaining attention to detail

Able to thrive in a very busy environment and maintain patience and empathy even when working under pressure

Excellent written, verbal and numeracy skills and with a good knowledge of MS office applications



Desirable

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Experience of duty-managing large operations in a visitor facing environment and delivering the highest standards of visitor care across multiple sites

A project management qualification

Event management experience