



JOB DESCRIPTION

JOB TITLE: Summer Duty Manager (Buckingham Palace)

DEPARTMENT: Royal Collection Trust

SECTION/BRANCH: Visitor Experience

LOCATION: Buckingham Palace

REPORTING TO: Head of Visitor Services/Visitor Services 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.



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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 lead and motivate the Operations Supervisors, Visitor Services Team Leaders and Wardens at Buckingham Palace Summer Opening (BPSO), ensuring the delivery of an exceptional visitor experience in line with the Visitor Experience Strategy.

To manage the daily operation, on a rota basis, of the State Rooms at Buckingham Palace, including the running of special events, visits and tours, ensuring visitors receive the highest standard of visitor care as well as overseeing the safety and security of the building, exhibits and visitors.

Principal Accountabilities

To oversee the daily operational running of the State Rooms at Buckingham Palace. To lead, manage and motivate the Operations Supervisors and Team Leaders in their daily duties and provide advice and assistance with staff performance issues.

To monitor the visitor route and ensure it is displayed to the highest standards of presentation and safety throughout the day, as described in the Visitor Services Quality Standards.

To act as final point of call for any visitor complaints or queries on site, resolving these in a professional and appropriate manner.

To carry out end of season Performance Reviews for a number of the Visitor Services Team Leaders, based on the continual monitoring of their performance throughout the season.

To play a leading role in all Summer Opening training days and to lead and facilitate specific sessions.

To liaise closely with departments within the Royal Household, specifically the Ticket Sales and Information Office, Retail, Property Section, H Branch, G Branch, Security Liaison and Police Control, and to report any outstanding issues or incidents to these departments as appropriate.



The Royal Household

To act as the point of authorisation regarding special requests as put forward by members of the Royal Household and to meet invited guests of Royal Collection Trust and the wider Household.

To prepare and deliver a comprehensive daily briefing detailing visitor numbers, special events and visits, security issues and a review of the previous day.

To undertake a variety of administrative duties including reviewing Team Leader Daily Reports and Accident Report forms, highlighting actions for processing by the Operations Supervisors.

To be familiar with the BPSO risk assessment and the emergency and evacuation procedures. To take a leading role in any emergencies that might occur, acting according to business continuity procedures.

To have an excellent knowledge of BPSO and Royal Collection Trust's aims and objectives as well as a good awareness of other sites, especially those in London - The Queen's Gallery, Royal Mews and Clarence House.

To liaise with the Duty Managers in the State Rooms and at The Queen's Gallery, Royal Mews and Clarence House, to provide support and pass on important information that may arise throughout the day, especially relating to business continuity.

Job Dimensions

The post-holder is responsible for overall daily operational decisions for the Summer Opening of the State Rooms, ensuring the safety and security of the building, exhibits and visitors.

The post-holder is responsible for line managing a number of the Visitor Services Team Leaders, and has daily duty management responsibility for all members of the wider BPSO team.

There is no budgetary responsibility.

Decision Making Responsibilities

The post-holder is expected to make many routine decisions during the course of the day, but will refer any queries or problems to senior management.

Practical Requirements

Owing to the nature of the job additional hours may be required due to special events.

The role requires standing up for long periods and walking the 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

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

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



The Royal Household

Clear, confident communication skills.

Reliable, committed and flexible in approach to work and able to work under pressure, multi-task and prioritise effectively.

Previous experience of complex administrative responsibilities, often working to tight deadlines.

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.