



## JOB DESCRIPTION

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|------------------------|--------------------------------------|
| <b>JOB TITLE:</b>      | <b>Receptionist</b>                  |
| <b>DEPARTMENT:</b>     | <b>Royal Collection Trust</b>        |
| <b>SECTION/BRANCH:</b> | <b>Directorate</b>                   |
| <b>LOCATION:</b>       | <b>St James's Palace</b>             |
| <b>REPORTING TO:</b>   | <b>Office and Facilities Manager</b> |

### 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.

The Royal Collection is one of the largest and most important art collections in the world. It comprises more than a million objects and almost all aspects of the fine and decorative art, displayed and used among some fifteen royal residences and former residences across the UK. The Royal Collection Trust is charged with the care and preservation of the Royal Collection and its presentation to the public. 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 in trust by The Queen 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



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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

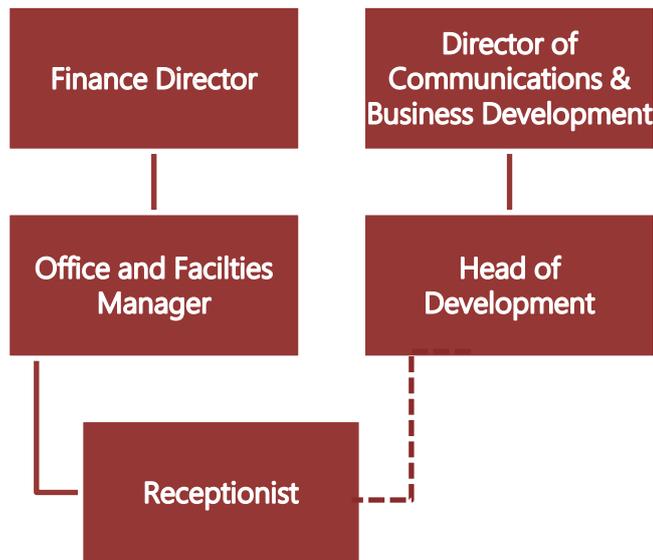
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the Royal Collection and the promotion of access and enjoyment through exhibitions, publications, loans and educational activities.

Royal Collection Trust is the largest of the five Departments of the Royal Household. Staff are based at St James's Palace (including the central office), Buckingham Palace, Windsor Castle and the Palace of Holyroodhouse.

## Organisational Chart



The post-holder works closely with all sections of Royal Collection Trust, particularly those based at York House and Stable Yard House in St James's Palace. They have contact at all levels within the Royal Household and with a wide range of visitors, including senior representatives of external organisations.

## Job Purpose

The post-holder provides an efficient and welcoming reception service to visitors to the Royal Collection offices at York House, St James's Palace and support central office management and administration. They provide support and cover for the Office and Facilities Manager and also assist the Head of Development with the administration of events, such as private views and Director's Breakfasts.

## Principal Accountabilities

### Office management



## The Royal Household

- As the first point of contact for visitors to York House, provide a friendly and helpful welcome, and advise members of staff of the arrival of their guests.
- Answer and seek to resolve enquiries by telephone, e-mail and in person.
- Ensure that the reception area of York House is tidy and presented to the highest standards.
- Distribute the post in York House, accept deliveries and notify staff of the arrival of packages, and despatch items via couriers.
- Maintain the diaries for the meeting rooms in York House, and ensure that the rooms are set up as required and maintained to the highest standards.
- Ensure that the York House photocopiers are working and essential supplies are maintained, liaising with the engineer and IT staff as necessary.
- Manage the bookings for the York House IT equipment, ensuring that all items are fully functional and well maintained.
- Assist with the provision of refreshments at senior level Board and Committee meetings taking place in York House.
- Provide Office and Facilities Manager with administrative support as required eg in relation to garden party invitations, Christmas present distribution etc
- Support Executive Assistant to the Finance Director in collation and distribution of Trustee meeting packs.
- Book visitors in via the Electronic Visitor Access system (EVA), manage bookings for the office vehicles and parking spaces at St James's Palace, and distribute parking permits annually
- Monitor stationery supplies in York House and place orders as required.
- Manage the collection and safe disposal of confidential waste.
- Ensure that the York House kitchens are fully equipped and supplies are maintained.
- Arrange travel and accommodation for the Directorate and other staff, as required.
- Provide cover for the Office and Facilities Manager as required e.g. during annual leave periods and non-working days in relation to day to day operations at York House



## Development

- Working to the Head of Development, help maintain the database of contacts (Regalis) for invitations and for the distribution of the Annual Report.
- Assist with private views, Director's Breakfasts and other events, principally preparing guest lists, mailing invitations and recording RSVPs.

## Job Dimensions

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

## Decision-making Responsibilities

The post-holder resolves most day-to-day issues in the course of duty, but would refer to the Office and Facilities Manager, the Head of Development or senior colleagues for guidance on more complex issues.

## Practical Requirements

Based at St James's Palace, the post-holder is contracted to work 37.5 hours per week, Monday to Friday. Owing to the nature of the work, they should be prepared to have a flexible approach and occasionally work outside standard hours.

## Person Specification

- Experience in a receptionist or an administrative role
- Excellent IT skills, with a thorough knowledge of MS Office packages and experience of databases or CRM systems
- Excellent written communication skills, with an eye for detail
- The ability to build relationships and to communicate clearly and confidently with a wide range of individuals
- The ability to work under pressure and to prioritise a varied workload
- Excellent organisational skills
- Proactive, with the ability to work independently without constant supervision
- The ability to work effectively as part of a team, with a flexible and positive approach to tasks
- An interest in the cultural-heritage sector