



JOB DESCRIPTION

JOB TITLE: Visitor Services Project Assistant

DEPARTMENT: Royal Collection Trust

SECTION/BRANCH: Visitor Services

LOCATION: Buckingham Palace

REPORTING TO: Visitor Services Project Co-ordinator

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



Job Purpose

To support the operational planning and delivery of the public opening of the State Rooms of Buckingham Palace and to undertake general operational responsibilities to support the wider Visitor Services team.

Principal Accountabilities

To support the delivery of all operational aspects of the visitor experience at Buckingham Palace, in particular the Summer Opening of the State Rooms (BPSO) and Clarence House, including producing notes for training materials and operational information for staff working across the sites

To liaise with internal departments on the Multimedia Guide for all sites, including formatting, branding and printing of audio scripts and language translations

To maintain and update a database of all suppliers and contractors, liaising with Security Liaison and the Pass Office to organise security clearances for those who need to visit site and ensure renewals when required

To compile and maintain inventories of equipment used during the public openings of the State Rooms and Clarence House, and to assist with the hire and purchase of equipment for all sites

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



The Royal Household

To process accident report forms, ensuring reports are recorded and forwarded to Health and Safety in the required timeframe

To contribute to the maintenance of the overall budget spreadsheets by preparing purchase orders, processing invoices to ensure goods have arrived/services been carried out, using Open Accounts

To deal with general correspondence and feedback forms received from the public (reporting on correspondence accordingly to the Head of Visitor Services) and to manage the public lost property log, coordinating storage and disposal as appropriate

To assist the Visitor Services Manager in ensuring site maintenance is kept up to date, and to act as conduit between the VS team and other key internal stakeholders whilst sites are open to visitors

To assist with the planning and installation of signage, across all sites, working with Duty Managers to review maintenance on a regular basis

To be responsible for general office administration duties as required, including but not limited to, co-ordinating the archiving of Visitor Services documents in line with the guidelines supplied by Royal Household Audit Services and managing the processing of all reimbursements for staff and visitors through internal systems and petty cash

To contribute to the recruitment, selection and training of BPSO staff, forming part of the interview panel as well as leading and facilitating sessions within the training programme, including Manual Handling

To carry out Operations Supervisor duties during the Summer Opening of the State Rooms, supporting the Duty Manager in managing the site and visitor experience, coordinating 15 team leaders and c.100 frontline staff each day, as well as directly supervising 10 standby Wardens

To undertake any other duty as may be reasonably requested by the Visitor Services Project Co-ordinator and BPSO Duty Manager

Job Dimensions

The post-holder has indirect budget responsibility for external supplier contracts and equipment.

During the Summer Opening of the State Rooms the post-holder supervises 10 Stand-by Wardens.

Decision Making Responsibilities

The job holder is expected to make routine decisions during the course of their duties, but will refer any queries and issues to the Visitor Services Project Co-ordinator.

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 Royal Household

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

Person Specification

Essential

Demonstrable administrative skills with an extremely organised approach to work

Clear, confident communication skills and able to communicate with a broad range of people using a pleasant and friendly manner

A keen eye for detail with the ability to multi-task and prioritise a high volume workload

A proven ability to work effectively as part of a team and able to establish strong professional relationships with a range of stakeholders

Strong computer skills, including proficiency using MS Word and Excel

The ability to work without close supervision and be flexible and adaptable in approach

Desirable

Experience of working in a gallery, museum or heritage attraction or in a front line, customer focused environment

An interest in history and the arts

Previous supervisory experience