



## JOB DESCRIPTION

**JOB TITLE:** Ticket Sales and Information Assistant

**DEPARTMENT:** Royal Collection Trust

**SECTION/BRANCH:** Communications and Business Development

**LOCATION:** Buckingham Palace

**REPORTING TO:** Ticketing and Sales Assistant Managers

### 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 Ticketing and Sales section is responsible for the provision of an onsite, telephone and online bookings service for all Royal Collection Trust sites, selling over 2 million tickets per year to visitors and generating approximately £35 million in ticket sales revenue.

The central Contact Centre deals with approximately 100,000 telephone calls per year and provides ticketing services to a small number of external clients.



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)

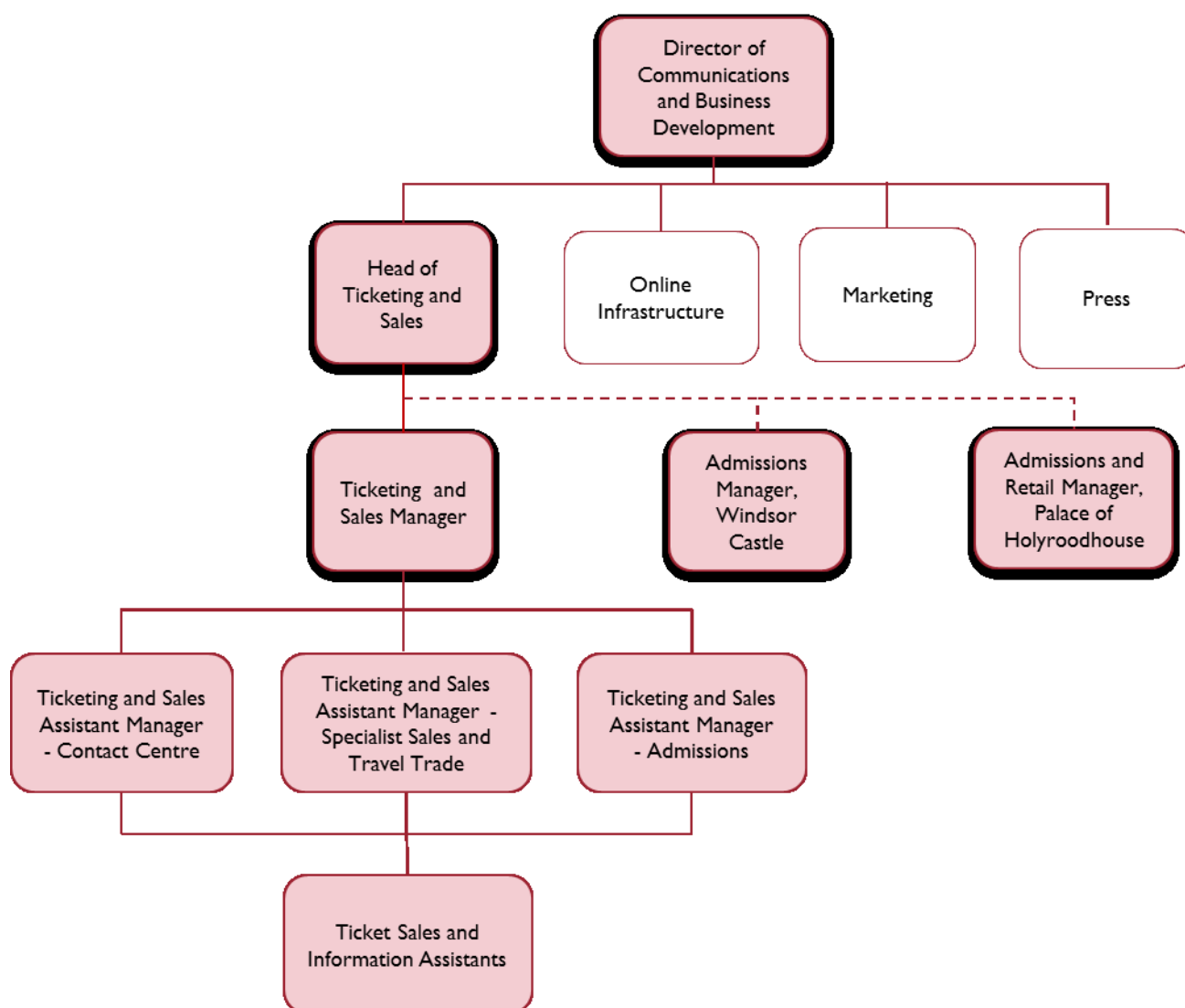
Royal Collection Enterprises Ltd is a company registered in England and Wales (2778486). Registered office: York House, St James's Palace, London SW1A 1BQ

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



You will contribute to the delivery of an outstanding visitor experience by demonstrating the highest standards of customer service. You will play an important role in generating income to support Royal Collection Trust's charitable activities by maximising sales opportunities and through Gift Aid.

## Organisational Chart



## Job Purpose

Deliver the best possible service to the public in line with the organisation's Visitor Experience Strategy, the Ticketing and Sales Section Plan and brand values.

## Principal Accountabilities



## The Royal Household

- To process telephone and counter sales for visitors to Royal Collection Trust venues, including the official residences of The Queen, plus external ticketing clients.
- To confidently and proactively sell tickets and guide books for all venues in both the contact centre and sales counters. To encourage cross-sales between venues and upsell additional tours and products including achieving sales targets.
- To promote Royal Collection Trust as a registered charity and achieve targets for gift aid conversions.
- To accurately and efficiently respond to visitors enquiries via telephone, email and post, ensuring that all information is communicated in line with Royal Collection Trust brand.
- To ensure that the booking and visitor information held on the computerised database is accurate and up-to-date including achieving targets for e-subscription sign up.
- To undertake the accurate and timely despatch of customer tickets.
- To undertake any other tasks and projects as and when required, by the Ticketing and Sales Assistant Managers.

### Job Dimensions

Work as part of a team to answer 100,000 telephone calls and sell 750,000 tickets per year. The post-holder has no line management or budgetary responsibility.

### Decision Making Responsibilities

The post-holder has no decision making responsibility but will be expected to resolve simple day-to-day issues.

### Practical Requirements

The standard working hours are 37½ hours per week, five days out of seven, including weekend days with one hour or two 30-minute breaks for lunch. Owing to the nature of the job, additional hours will be required and, although hours will usually be 08:30 to 17:00, you will be required to work flexibly to meet business needs, especially during the period of the Summer Opening of Buckingham Palace when 09:30 to 18:00 and 12:00 to 20:30 are standard shifts.

### Person Specification

#### Qualifications, knowledge and experience

- With some sales experience, you will be committed to meeting sales targets and thrive in a busy team environment.



## The Royal Household

- Desirable to have an interest in British history/heritage and some knowledge of the Royal Collection.

### Technical Competencies

- Strong IT skills with a good knowledge of Microsoft Office computer packages.
- Have the ability to work accurately with figures and maintain attention to detail.
- Desirable to have experience of using a computerised ticketing system in a telephone sales environment.

### Household Competencies

- With your cheerful and engaging attitude you will enjoy interacting with our wide range of visitors.
- Demonstrate the ability to organise your time and prioritise tasks accordingly.
- Demonstrate sound judgement and appropriate interpersonal skills with the public.
- Demonstrate an aptitude for effective teamwork.
- Be capable of and take pride in working to high standards of accuracy and presentation.
- Be flexible, proactive and have the ability to work under pressure.
- Have an eye for detail taking pride in maintaining high standards.