



JOB DESCRIPTION

JOB TITLE: Summer Visitor Services Assistant (Warden)

DEPARTMENT: Royal Collection Trust

SECTION/BRANCH: Visitor Services

LOCATION: Palace of Holyroodhouse

REPORTING TO: Assistant 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 is responsible for managing public access to the Palace of Holyroodhouse and The Queen's Gallery, Edinburgh.



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

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 ensure that visitors to Palace of Holyroodhouse and The Queen's Gallery, Edinburgh receive the highest standard of visitor care and to ensure the safety and security of the building, exhibits and visitors.

Principal Accountabilities

To ensure that all areas, which are open to visitors, are clean and tidy on opening and to maintain high standards of presentation throughout the day.

To assist in the preparation of the relevant visitor route before opening.

To maintain a high standard of visitor care and security and to greet all visitors in a friendly and polite manner.

To have a broad knowledge of the Visitor Route including the State Rooms, Historic Apartments, Abbey, Garden, The Queen's Gallery and their contents and of other information that visitors may require.

To deal with visitors' queries/problems efficiently.

To assist the Assistant Visitor Services Managers/Visitor Services Manager in the smooth running of Private Views and Private Evening Tours.

To deliver Abbey Tours and Garden History Tours.



To monitor the Visitor Route to ensure the safety of the building, exhibits and visitors.

To be aware of emergency and evacuation procedures and to act accordingly if an emergency should occur.

To ensure that visitors comply with all safety and security procedures.

To ensure that any accidents/incidents to visitors are reported to the Assistant Visitor Services Managers/Visitor Services Manager in line with accident reporting procedures.

To undertake any other tasks delegated, as and when required by the Assistant Visitor Services Managers/Visitor Services Managers.

Job Dimensions

The post-holder does not have any budgetary or supervisory accountabilities.

Internally, the post-holder has contact with most levels of Royal Household staff. Externally, the post-holder has contact with the external organisations and members of the public.

Decision Making Responsibilities

The post-holder has no decision making responsibility but is expected to resolve simple day-to-day issues. All queries or problems are to be referred to the Assistant Visitor Services Managers or Visitor Services Manager.

Practical Requirements

The post-holder must be available to work regular weekend days and some evenings to assist with private events. Owing to the nature of the job additional hours may be required.

This role requires standing for long periods and walking between locations. 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

Essential

A genuine desire and ability to work with the public.

A pleasant, friendly manner and be able to communicate confidently with a broad range of people including colleagues, other members of the Royal Household and members of the public.

To be alert and reliable and understand that it is their responsibility to protect the Palace and The Queen's Gallery, its contents and the visitors.



The Royal Household

A proven ability, or be able to demonstrate the ability, to work effectively as part of a team and to establish good professional relationships with colleagues.

To be flexible, willing and co-operative; and understand that you will be required to work weekends and evenings.

To be committed to working to high standards and providing the highest level of visitor care.

To thrive in a very busy environment and be able to work under pressure.

Desirable

Experience of working in a front line, customer focused environment.