



## JOB DESCRIPTION

**JOB TITLE:** Retail Assistant

**DEPARTMENT:** Royal Collection Trust

**SECTION/BRANCH:** Retail

**LOCATION:** Buckingham Palace, London

**REPORTING TO:** Assistant Retail 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.

Royal Collection Trust's retail business has an annual turnover of nearly £20million. It operates out of eight permanent and two seasonal onsite shops, through select partners and increasingly via the online shop. Ninety percent of products are exclusive to Royal Collection Trust and great emphasis is placed on supporting UK manufacturing.



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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



The Buckingham Palace retail operation includes three permanent shops; in addition, two temporary shops are opened during the summer season.

## Organisational Chart



## Job Purpose

To maximise sales and provide an outstanding level of customer service to members of the public visiting the shops at Buckingham Palace. To share the responsibility for meeting and exceeding sales targets, and maintaining high standards of visual presentation.

## Principal Accountabilities

- To increase spend per customer through targeted use of product knowledge and selling skills.
- To support and promote central initiatives such as the Home Delivery service, Tax Free shopping and add on sales in order to exceed daily sales targets.
- To actively acknowledge, approach and interact with customers, providing professional and courteous service at all times.
- To maintain top level visual presentation, ensuring stock and general shop floor areas consistently reflect our exacting standards.
- To fully understand and follow all procedures relating to stock control, cash handling and general day to day processes; complying fully with legal requirements including the sale of alcohol.



- To participate in annual stock take, private evening events and other work related activities taking place outside of usual working hours.
- To undertake tasks delegated by line managers; work closely as part of a team to ensure consistency in operational standards.
- To be familiar with security, emergency and evacuation procedures and to act accordingly if an emergency should occur.
- To report any maintenance required in accordance with Health and Safety guidelines.

### Job Dimensions

The job holder has no line management or budgetary responsibility.

### Decision Making Responsibilities

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

### Practical Requirements

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

Owing to the nature of the role, the job holder will be required to work regular weekends and may be requested to work flexible and/or additional hours. The Summer Opening of the State Rooms at Buckingham Palace is a particularly busy period and for this reason, annual leave must not be taken during the months of July, August or September. In addition, you will be required to work some evenings throughout the year for press events, receptions, meetings and Private Evening Tours.

The successful applicant will be required to stand up for long periods and walk from site to site, therefore the job is physically demanding. Consideration will be given to the requirements of the role and whether adjustments could be made to accommodate any disability.

### Person Specification

#### Qualifications, knowledge and experience

- Sales driven, with previous sales experience in a busy retail environment or a similar customer facing role;
- Desirable: An ability to speak a second language;
- Desirable: experience of cash handling.



## Technical Competencies

- A reasonable standard of numeracy and literacy and the ability to work accurately with figures and maintain attention to detail;
- Desirable: interest in visual merchandising.

## Household Competencies

- A genuine desire to work with the public and a passion for delivering excellent customer service;
- A warm, friendly manner with clear, confident communication skills, as well as an ability to pro-actively engage with customers;
- A proven ability to work effectively as part of a team with a reliable and flexible approach;
- A commitment to working to high standards.