



JOB DESCRIPTION

JOB TITLE: Assistant Admissions Manager

DEPARTMENT: Royal Collection Trust

SECTION/BRANCH: Visitor Services

LOCATION: Windsor Castle

REPORTING TO: Admission Centre 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 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 in Edinburgh (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.

Visitor Services is responsible for managing public access to Windsor Castle and ensuring visitor experience is of the highest quality. The Admissions Team is responsible for the provision of on site ticket sales. The Castle welcomes approximately 1.5 million visitors per year.



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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 lead and manage the Ticket Sales team to deliver a proactive, efficient and accurate ticket sales service, maximising commercial activities including cross-sales, gift aid conversions and guidebook sales, and upholding the highest standards of customer service.

The post-holder will be responsible for ensuring the delivery of the best possible service to the public in line with the organisation's Visitor Experience Strategy, Visitor Experience and Ticketing and Sales Section Plan.

Principal Accountabilities

- To lead the Admissions team to deliver a high quality visitor experience from the point of arrival.



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- To be responsible for monitoring sales, Gift Aid donations, guidebook sales, and service targets, ensuring daily KPI targets for sales and service standard are met, and supporting the team to achieve them.
- To plan daily rotas in a timely and efficient manner, actively managing the deployment of staff flexibly to ensure maximum staff on duty at peak times.
- To line-manage the Admissions Assistants and perform staff management tasks including recruitment, induction, training, development, performance management and two-way communication.
- Act as Duty Admissions manager on a regular roster basis.
- To take an active role in evaluating and challenging existing processes, where appropriate to improve customer service.
- To form part of the Admissions Management Team and ensure regular and constructive communication is maintained across the wider team.
- To ensure the Admissions areas maintained and presented to the highest standards as befits the home of The Queen.
- To ensure that signage and point of sale is up to date and follows RCT brand guidelines, reporting proactively on updates required.
- To ensure cash-handling, banking, voucher-reconciliation, reporting, data protection, GDPR and security procedures are adhered to.
- To ensure ticketing sales and reporting procedures are adhered to.
- To ensure the Gift Aid scheme is operated correctly and accurately in line with HMRC regulations.
- To respond and assist with emergency procedures, risk assessments, accident prevention and security of staff and visitors in the Admissions areas
- To maintain positive relationships with Voucher Companies' representatives and tour leaders.
- To undertake any other tasks as may reasonably be requested as and when.

Job Dimensions

The post-holder has responsibility for the smooth running of the Admission areas.



The post-holder has line management responsibility of 5-8 permanent Admissions Assistants, in addition to a team of seasonal Admissions Assistants. The post-holder day-to-day leads a team of up to 25 Admissions Assistants, increasing to a team of approximately 35 during the summer.

Decision Making Responsibilities

The post-holder has independence to resolve day-to-day issues that arise in the course of duty but would refer to the Admission Centre Manager on matters relating to policy or in determining strategy.

Practical Requirements

The post holder will be based at Windsor Castle but may, on occasion, be required to travel and work at other residences.

Owing to the nature of the job, the post-holder will be required to have a flexible approach to working hours to meet business needs especially during peak periods.

Working hours include a four-week rotation pattern, working two weekends out of four.

Person Specification

Essential

- Experience of working in a target-driven customer-service environment.
- Have a genuine desire and ability to work with the public with a commitment to working to high standards.
- A demonstrable track record of managing, leading and motivating a team to achieve sales and service targets through training, coaching and development.
- The ability to communicate confidently and clearly, adapting style to suit different situations.
- Experience of implementing, monitoring and challenging processes and procedures.
- Ability to be a positive role model and motivate a team.
- Excellent organisational skills and the ability to perform well under pressure.
- A reliable and adaptable attitude with the ability to work both independently and as a part of a team.



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- Proficient IT capabilities and experience using a range of computer systems.

Desirable

Experience of working in a ticketing sales environment