

Job Profile - Palace Host (2023 Season)

Location: Kew Palace, the Royal Kitchens, the Great Pagoda & Queen Charlotte's Cottage

Reports to: Team Leaders

Responsible for: N/A

Purpose of this role:

Responsible for providing the highest level of customer service and creating memorable experiences for all our visitors in order to generate the money to grow our impact and care for our palaces, whilst also ensuring the day-to-day safety and security of our palaces, their collection and our guests.

Date: 10th January 2023

What you will be doing in your role:

- **Positions:** Being on a daily rota of different positions, working flexibly across the four sites including (but not limited to); Entrance, ticket desk, floor invigilation and the top of the Great Pagoda.
- **Rota:** To work on a rota basis that will include weekend and bank holiday working. Follow a set daily schedule: time keeping and punctuality is of the upmost importance.
- **Customer experience:** Deliver a seamless and distinctive customer experience across the entire site. Ensuring that the highest levels of customer service are met by actively anticipating and responding quickly and flexibly to our visitors' needs.
- **Security:** Ensuring the safety and security of the palace, its collection, and our guests. This will include taking responsibility for monitoring visitor routes, carrying out daily inventory and health & safety checks, guaranteeing the buildings are ready to receive visitors.
- **Knowledge:** To possess an in-depth knowledge and understanding of the palace's history and proactively ensure your ongoing personal development through familiarising yourself with any new and future exhibitions as well as upcoming activity across HRPs sites.



HISTORIC ROYAL PALACES

- **Performance:** Continuously look for ways to improve personal performance and be willing to embrace new ways of working. Engaging our visitors with palace stories as appropriate. Wear and maintain costume provided to a high standard.
- **Activity:** Confidently lead tours and be fully conversant with all talks, activities, and facilities available to visitors, and to respond to all customer questions in a friendly and courteous manner.
- **Sales and profitability:** Supporting your colleagues with the delivery of on-site sales targets and KPIs, by proactively upselling guidebooks and tickets. Supporting the value and need to think commercially, for the benefit of the organisation to support the work we do in caring for our palaces.
- **Team:** Work collaboratively as part of a united front of house team, supporting your colleagues across the site, always embodying the 'In this together' ethos. In addition, supporting your TL/Manager by reporting any ideas/initiatives or issues in a timely manner & being reactive and flexible to change.
- **Policies and procedures:** Familiarise yourself with and adhere to HRP's Uniform, Health & Safety and Security Policies & Regulations. Ensuring you have the confidence to put into practice any fire evacuation, security, or health & safety procedures linked to your area of responsibility, for the care of the palace, staff and our visitors.
- **Safeguarding:** To ensure that all children/young people and vulnerable adults are safe and protected whilst onsite and to be fully aware of Safeguarding reporting procedures should an incident of concern be witnessed.
- **Feedback:** To deal with queries and requests promptly and courteously, as well as welcoming feedback comments and complaints, responding to these as appropriate.
- **General:** Supporting our internal and external suppliers and stakeholders in the effective and efficient delivery of their services to our visitors. On occasion, support volunteers and help coordinate their talks/tours.
- To undertake any other reasonable tasks as requested by your line manager, Palace Operations Manager or Head of Palace, which may include working from other sites and supporting out of hours events and filming.



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In addition to your main areas of responsibility, the Performance Framework qualities and behaviours that are required from all our people for successful delivery of our Cause and Strategy are summarised below:

Memorable Experiences

Going above and beyond to create personalised experiences that inspire and provoke change

Simplify and Adapt

Cutting through complexity to find simple solutions and encourage agile ways of working

Money Matters

Generating the money to grow our impact and care for our palaces, creating a culture of getting better value and increasing our financial headroom

Fresh Thinking

Demonstrating the courage to push the boundaries, striving to stretch ourselves

In this Together

Working collaboratively across the organisation, investing time in building trusted relationships to create 'one team - one HRP'.

Other requirements

In addition to the above you are also required to have read and comply with the rules/standards contained in HRP's Code of Conduct, including Health and Safety requirements. The Code of Conduct can be found in your Staff Handbook.