



Job Title	Protocol Officer	Job Description Date	October 2026
Department/Team	Private Office	Reports to	CEO
Context			
Founded in 1682, the Royal Hospital Chelsea is a unique retirement community for around 300 retired Army veterans, known as the Chelsea Pensioners. Located in the heart of London, it is a remarkable place defined by community, service, and a proud military heritage. Working at the Royal Hospital Chelsea means being part of a close-knit, values-driven community where staff work collaboratively, support one another, and make a meaningful difference every day. We are looking for individuals who contribute to a welcoming and inclusive environment and lead by example with kindness, integrity, and professionalism. The RHC Way underpins how we work, guiding our behaviours and reflecting our commitment to caring for Chelsea Pensioners, colleagues, and the wider community, while striving for excellence and honouring our heritage. Built around <i>Compassionate Approach</i>, <i>Community Spirit</i>, and <i>Courageous Engagement</i>, it shapes how we treat others with dignity and respect, work together, and take responsibility with initiative and purpose in everything we do.			
Role Purposes:			
To lead the planning, preparation and delivery of Founder's Day; planning, coordinating and programming other annual ceremonies and routine visits, providing personal administrative support to the Governor and working closely with the EA and the CEO to ensure administration of the private office is thorough. The role will require close working with the RSM to ensure major ceremonial occasions run smoothly and will lead on the Governor's programme, working closely with the CEO. It will require strong working relationships across RHC and the ability to liaise with external stakeholders and VVIP offices.			
Principal Accountabilities: 8-10 outcomes			
Principal Tasks • Ceremonial and military events ○ Lead the planning and coordination of the Governor's VVIP, ceremonial and military engagements—including but not limited to Founder's Day, Governor's Review, Remembrance Sunday, Canadian Pancake Ceremony, Cheese and Cake Ceremonies, and the Governor's Carol Party. Provide protocol advice, draft correspondence, and liaise with internal stakeholders, Regimental Associations and external VIP offices to ensure the successful delivery of these high-profile events. ○ Complete post-event reviews, correspondence and letters of thanks. ○ Maintenance of a database of past and present guests at Founder's Day. • Administration ○ Provide personal administrative support to the Governor. ○ Prepare briefing papers for the Governor's 'Week Ahead' file. ○ Arrange the Governor's interviews for new arrivals and reversions. ○ Maintain the Duty Governor schedule. ○ Review policy and process of ceremonial events with key personnel. • Other duties ○ Plan and manage other relevant projects requested by the Governor and / or CEO. ○ Stand in for the EA when required.			

- Carry out the role of RHC Duty Officer.
- Maintain the RHC Forecast of Events.
- Provide leadership and supervision to RHC staff and IP volunteers working in the Protocol Office.
- Maintain the RHC Slide Deck in order to support visits and presentations when required.
- Production of the Governor's condolence letters to deceased IPs NOK
- Support the RHC business continuity plan in responding to critical events

Leadership expectations

You will role model the RHC Way by embedding compassionate, respectful and accountable leadership across your area of responsibility. You will build trust and collaboration across teams, create an inclusive environment where people feel valued and able to contribute, and drive continuous improvement in support of excellent outcomes for Chelsea Pensioners, colleagues and the Hospital.

Specifically, the role holder is expected to:

- Lead on the administrative arrangements with counterparts in the offices of external VVIP participants (e.g. Private Offices and Embassies, etc.).
- Lead on the project management for the key events.
- Lead on liaison with the Communications team on related publicity.
- Role model exemplary standards of military conduct, dress and bearing.

Skills Knowledge and Experience

Essential Skills

- Previously served in the British Armed Forces.
- A high level of understanding of British Army structures, the wider British and Allied military, UK Royalty and peerage, and political bodies, gained through previous service in the British Army.
- An effective and engaging leader.
- Well organised, with a close eye for detail and ability to solve problems.
- Good influencing skills.
- The ability to plan ahead, in detail.
- Mental agility and the ability to react to the unexpected.
- A team player and good collaborator.
- An effective communicator verbally and in writing.

Highly Desirable Skills

- Military staff and planning skills.

Knowledge and Experience

- Experience as a Staff Assistant/Chief Clerk or Protocol Officer in a military HQ or Unit.
- Experience in operational planning and delivery.
- An understanding of the management of military ceremonial events.
- Experience in office administration and military staff work.

Competences

- A working knowledge of UK GDPR.
- Use of Microsoft Office software.

Qualifications:

Demonstrable ability to write clear succinct prose.