

## Gallery Assistants

### Job description

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#### Background

For over a century the Whitechapel Gallery has premiered world-class artists from modern masters such as Pablo Picasso, Jackson Pollock, Mark Rothko and Frida Kahlo to contemporaries such as Sophie Calle, Lucian Freud, Gilbert & George and Mark Wallinger.

With beautiful galleries, exhibitions, artist commissions, collection displays, historic archives, education resources, inspiring art courses, dining room and bookshop, the expanded Gallery is open all year round, so there is always something free to see.

The Gallery is a touchstone for contemporary art internationally, plays a central role in London's cultural landscape and is pivotal to the continued growth of the world's most vibrant contemporary art quarter.

#### Role

To invigilate the gallery spaces and any off-site exhibition spaces, providing excellent service to all visitors.

Working hours will vary and Gallery Assistants may be offered work on any day of the week including Saturdays, Sundays, evenings and bank holidays. The services provided to the Gallery are on a casual basis for an hourly rate.

#### Accountability

The Gallery Assistants report to the Visitor Operations Manager

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## **Job Description**

### **Invigilation**

- Invigilating all Gallery spaces and off-site exhibition spaces - ensuring that the security of the art works are not compromised.
- Providing excellent and pro-active customer service based on existing guidelines.
- Providing visitors with information about the current exhibitions and all aspects of the Whitechapel Gallery including the building and facilities, forthcoming exhibitions, events and activities, membership & sponsorship, and information about the local area.
- Adhering to health and safety regulations both in the Gallery and at off-site exhibition spaces, being aware of disability and access requirements, and assisting the public in evacuation situations in accordance with a thorough knowledge of evacuation procedures (training provided).
- Informing the Visitor Operations Supervisor or Duty Manager immediately in the event of damage to the building or to any artwork, in the instance of any health and safety or security issues arising, and of any other emergencies that may occur.
- Undertaking training and attending meetings as appropriate and providing feedback and comments to maintain the high standard and assist with the continuous improvement of services.
- Helping with basic set up of events, private views and gallery hires.
- Assisting with the opening and closing of the Gallery and off-site exhibition spaces.
- Dealing with collections and deliveries.
- Assisting in general cleaning and maintenance as required.
- Gallery Assistants are required to wear Whitechapel uniform while invigilating.

### **Other**

- Carrying out any other duties as deemed appropriate by the Visitor Operations Manager or Duty Manager.

#### **Please note:**

- The Gallery Invigilator role is physically demanding in it's nature. As well as standing for long periods of time you may be asked to help lift and carry equipment during event set ups. Please make your line manager aware of any challenges which the physical nature of this job may present to you. We are committed to making reasonable adjustments for access and equality.

## **Person Specification**

### **Essential**

- Experience of working with the public
- Excellent communication and customer service skills
- Interest in, and knowledge of, contemporary visual arts
- Awareness of access issues and disability awareness
- Experience of reception, retail or other customer service roles
- Awareness of Health & Safety issues
- High levels of presentation and professionalism

### **Desirable**

- Knowledge of the local area
- Previous gallery or museum work
- Foreign language, particularly community languages, and/or sign language skills
- Educated to A level standard or equivalent

### **Conditions of Work**

- Contracts are on a casual basis, and shifts are agreed at the beginning of each exhibition.
- Gallery Assistants work on a casual basis, and initial work will be to cover mainly weekend and evening shifts, which may progress to weekdays in future. Day shifts include one hour unpaid for lunch.
- If you do not take up any shifts for two months you will be removed from payroll, except by prior agreement with the Visitor Operations Manager.
- Specific working hours will be adjusted with the onset of new exhibitions.
- Rate of pay: £8.94 per hour (gross £7.98 basic rate + £0.96 holiday pay); time and a half between 12 midnight and 6am; breaks are unpaid.

In addition to your hourly rate, the benefits you are eligible to receive are:

- Discounts on Whitechapel Gallery products and services.
- Training opportunities

The Whitechapel Gallery strives to be an equal opportunities employer and welcomes applications from all sections of the community.

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