

## **Gallery Assistant**

### **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 ensure the efficient invigilation of all gallery spaces providing excellent customer service to all visitors, with a particular focus on Access and Health & Safety, Information and Interpretation; to contribute to both visitor and artwork security.

#### **Accountability**

The Gallery Assistants report to the Visitor Services Manager

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## Invigilation

- Invigilating all Gallery spaces and off-site exhibition spaces - ensuring that the security of the art works are not compromised.
- 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 Services Manager 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
- 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 Gallery uniform while invigilating.

### **Dynamic gallery/Visitor Services tasks**

- Dealing with enquiries and giving information about all aspects of the Whitechapel Gallery, including current and forthcoming exhibitions, public and education events and activities, the building and facilities including the bookshop, café and restaurant, development and fundraising schemes and the gallery's history and mission
- Providing excellent visitor care following existing guidelines and policies. Developing knowledge and awareness of particular access requirements and pro-actively providing the highest possible standard of service for each visitor
- Promoting the limited editions and membership scheme and other sponsorship opportunities
- Providing feedback and comments to maintain the high standard and assist with the continuous improvement of services.
- Servicing the cloakroom

### **Other**

- Carrying out any other duties as deemed appropriate by the Director of Operations and Visitor Services / the Visitor Services Manager.

## **Person Specification**

### **Essential**

- Experience of working with the public
- Excellent communication and customer service skills
- Interest in, and knowledge of, contemporary visual arts
- Experience of reception, retail or other customer service roles
- Awareness of equal opportunities, access and disability issues
- Awareness of Health & Safety issues
- High levels of presentation and professionalism
- Ability to work under pressure
- An engaged positive attitude supporting the gallery's culture of experimentation in work practices

### **Desirable**

- Knowledge of the local area
- Previous gallery or museum work
- Foreign language, particularly community languages, and/or sign language skills
- Good IT skills
- Cash handling experience

## **Conditions of Work**

- Fixed Term contract 25 September 2018 – 13 January 2019
- Hours of work: 4 day – 1 day a week fixed term contracts
- Days to confirmed after the interview process
- Be available to cover other Gallery Assistants' Annual Leave when required
- Be available to work evening shifts when required as per season openings, patrons events etc.
- The period of notice: 3 weeks (1 week within probation)
- Probation period: 3 weeks
- Salary : based on £8.87 per hour on a fixed term contract with additional hours added

## **In addition, the benefits you are eligible to receive are, subject to availability:**

- 20 days annual holiday (pro rata)
- Discount from the Whitechapel Gallery bookshop
- Discount from the Whitechapel Gallery Café/Bar
- Discounts on editions (one per edition) and publications
- Training opportunities
- Option to participate in the Busy Bees Childcare Voucher scheme

Charity number: 312162 Company number: 4093862