

## Visitor Services Assistant (Fixed Term Contract)

### 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, Lucien 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 newly 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

We are recruiting an additional Visitor Services Assistants to help cover the Information Desk, Ticket Desk and Cloakroom during our upcoming ticketed exhibition *Elmgreen & Dragset This Is How We Bite Our Tongue*. The role will also require to support the Gallery Assistants invigilate the exhibition one day a week. This will be an exceptionally busy time, and we are looking for flexible candidates who will be available to cover weekly fixed shifts between October 2018 - January 2019. After this period it may be possible to take on further work if available. As part of a busy team, the Visitor Services Assistants are the first point of contact for all visitors, providing information and customer services via two desks situated in the Gallery's foyer. They operate a ticketing and cloakroom service and are responsible for art print sales. The Visitor Services Assistants are an essential channel of communication between all internal departments and the Gallery's visitors and work closely with colleagues from commercial partners to provide retail and catering services.

#### Accountability

The Visitor Services Assistants are part of the Visitor Services Department and are managed by the Visitor Services Manager.

## **Duties and Responsibilities**

### **Visitor Services**

- Welcoming all visitors, individuals and groups, to the Whitechapel Gallery
- Selling tickets for the paid exhibition, and dealing with and directing large numbers of visitors as appropriate during this exceptionally busy time.
- 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 customer 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.
- Being well informed and able to answer enquiries about other venues and activities in the East End and general travel/tourist information.
- Taking bookings and capturing data, using a computerised system, by telephone, e-mail and in person.
- Completing the daily cashing up and dealing with any discrepancies in the first instance.
- Promoting the membership scheme and other sponsorship opportunities.
- Selling limited editions.
- Actively promoting charitable donations to the Gallery.
- Servicing the cloakroom.

### **Front of House and Reception**

- Ensuring the foyer and front desk space is clean and tidy and information material is readily available and attractively displayed.
- Operating an effective reception service, acting as liaison point between Whitechapel Gallery staff and their visitors and managing the telephone switchboard and computerised calendar.
- Monitoring pick-up and delivery of small parcels and documents by couriers and promptly inform relevant departments of all deliveries.

### **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 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.

### **Other**

- Adhering to the Whitechapel Gallery's Health & Safety policy and dress code.
- Any other duties as directed by the Visitor Services Manager, Duty Manager or Head of Visitor Services.
- Attending training and meetings as appropriate.

### **Person Specification**

#### **Essential**

- Excellent communication and customer care skills
- At least 1 years experience of reception, retail or other customer service roles
- Cash handling experience
- Ability to work under pressure
- Interest in, and knowledge of contemporary visual arts
- Good IT skills
- High levels of presentation and professionalism
- Awareness of equal opportunities, access issues and the DDA
- Awareness of Health & Safety issues and legislation

#### **Desirable**

- Previous work in a gallery or arts centre
- First Aid trained
- Foreign language, particularly community languages and/or sign language skills
- Experience of working with a computerised ticketing system
- Educated to A level standard or equivalent

## **Conditions of Work**

- Fixed Term contract 27 October 2018 – 13 January 2019
- Hours of work: 17 hours a week
- Thursdays 17:15 – 21:30
- Fridays 12:15 – 16:30
- Saturdays 12:00 – 16:15
- Sundays 12:00 – 16:15
- Some additional casual shifts may be available
- Be available to cover other Gallery Assistants' and Visitor Services 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 £10.18 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

The Whitechapel Gallery strives to be an equal opportunities employer and welcomes applications from all sections of the community. Charity number: 312162 Company number: 4093862