

## **Gallery Ambassador**

### **Fixed Term Contracts & Casual Contracts**

#### **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**

With this role, you will act as a front of house Ambassador for Whitechapel Gallery and provide an excellent experience to all the visitors. The role requires Ambassadors to provide up to date information on all our Exhibition and Education Programme and to support the Gallery's charitable aims, by promoting our ticketed Exhibitions, Public Event Programme, and Membership scheme and encourage donations. Invigilate the gallery spaces and any off-site exhibition spaces. Meeting the gallery's needs to staff events such as season openings, patron tours etc.

Working hours will vary and Gallery Ambassador 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 fixed term contract basis for an hourly rate.

#### **Accountability**

The Gallery Ambassadors report to the Visitor Services Manager.

## **Visitor Experience**

- 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.
- 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, and the gallery's history and mission.
- Servicing the cloakroom and acting as first point of contact to visitors by the east wing gallery entrance.
- Proactively encouraging donations at the cloakroom and keeping accurate records of donations collected daily.
- Maintaining the lost property at the cloakroom and keeping accurate records in the lost property log
- Promoting our Membership and Limited Edition scheme and other sponsorship opportunities.
- Providing feedback and comments to maintain the high standard and assist with the continuous improvement of services.

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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 in general cleaning and maintenance as required.

### **Security and Reception**

- Assisting with the opening and closing of the Gallery and exhibition spaces.
- Monitoring the main entrance outside of opening times, to ensure that only those authorized are allowed to enter the Gallery.
- Assist with the sign in of special guests and hire clients outside of opening hours.
- Monitoring the pick - up and delivery of small parcels and documents by couriers and promptly inform relevant departments of all deliveries.

### **Other**

- Carrying out any other duties as deemed appropriate by the Director of Operations and Visitor Services / the Visitor Services Manager.
- Gallery Assistants are required to wear Whitechapel uniform.

## **Person Specification**

### **Essential**

- Excellent communication and customer care skills
- 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 Disability Discrimination Act
- Awareness of Health & Safety issues and legislation
- An engaged positive attitude supporting the gallery's culture of experimentation in work practices

### **Desirable**

- Previous work in a gallery or arts center
- Experience of reception, retail or other customer service roles
- First Aid trained
- Foreign language, particularly community languages and/or sign language skills
- Experience of working with a computerized ticketing system
- Cash handling experience

### **Conditions of Work Fixed Term contract**

- Hours - fixed each week
- Be available to cover other Gallery Ambassadors 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
- We will require Gallery Ambassadors to attend Front of House Training on one of the following dates: 11<sup>th</sup>, 12<sup>th</sup> or 13<sup>th</sup> of May, 2021
- We will require all staff to work our Nocturnal Creatures Event on the evening of 17 July, 2021
- Salary : based on £9.68 per hour (£10.85 an hour including holiday pay) on a fixed term contract with additional hours added

#### **Conditions of Work Casual contract**

- Hours - vary
- Be available to cover other Gallery Ambassadors Annual Leave when required
- Be available to work evening shifts when required as per season openings, patrons events etc.
- Probation period: 3 weeks
- We will require Gallery Ambassadors to attend Front of House Training on one of the following dates: 11<sup>th</sup>, 12<sup>th</sup> or 13<sup>th</sup> of May, 2021
- We will require all staff to work our Nocturnal Creatures Event on the evening of 17 July, 2021
- Salary : based on £10.85 an hour (including holiday pay)

#### **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

Charity number: 312162 Company number: 4093862