

## Visitor Services Supervisor

### **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 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**

The Visitor Services Supervisor leads a visitor-facing team responsible for reception, information, ticketing, sales and all-round excellent customer service.

They hold direct line-management responsibilities for Casual Visitor Services Assistant – Tickets and casual staff. They also take responsibility for rotas, holiday and TOIL.

The Visitor Services Supervisor is a vital communicator across departments, works on special projects and makes an organisation-wide contribution to decision-making by providing specific reports and information.

They develop, implement and continuously improve systems, staff training, policies and procedures and hold main responsibility for record keeping and the production of Visitor Statistics.

### **Accountability**

The Visitor Services Supervisor is part of the Visitor Services Team and is managed by the Visitor Services Manager.

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### **Job description**

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### **Duties and Responsibilities**

#### **Staff Management Support**

- Taking responsibility for Line-Management of Casual contracted Visitor Services Assistants and Gallery Assistants
- Ensure regular performance reviews of staff are carried out
- Working with the Visitor Services Manager to coordinate recruitment and interviewing new staff
- Assist with the daily Gallery Assistant briefings and de-briefings
- Assist with the planning and updating of the Gallery Assistants and Visitor Services rotas
- Ensure events are sufficiently covered by Gallery Assistants and Visitor Services rotas and hand over or compile relevant information for out-of-hours events staff
- Compile Gallery Assistant and Visitor Services feedback
- Support the Visitor Services Manager with the production of monthly time-sheets
- Any other supervisory tasks as agreed with the visitor Services Manager

#### **Systems**

- Supporting putting into practice effective systems for the Information Desk's operation including:
  - Information Management
  - Sales
  - Ticketing
  - Reception
  - Meet & greet and switchboard services
  - Deliveries and despatch, operation
  - Administration of special projects
- Support with weekly recording and maintaining a clear record of sales and visitor statistics including
  - Visitor Attendance
  - Exhibition ticket income and attendance
  - Public event ticket income and attendance
  - Membership sales and income
  - Editions sales and income

## **Policies and Protocols**

- Developing Front of House policies and protocols with the Visitor Services Manager
- Maintaining an up-to-date Visitor Services Manual
- Undertaking induction and training for all new staff
- Coordinating regular training for current staff
- Communicating Visitor Services policy to other departments where appropriate

## **Sales**

- Promoting Membership Scheme, ensuring visitor services systems enable best possible environment for optimal membership uptake.
- Promoting Edition sales, working with Ventures and the Editions Sales Officer to create best possible environment for optimal edition sales.
- Ensuring systems, policies and procedures relating to the sale of artworks are followed and up to date.

## **Access**

- Being a proactive point of contact for disabled visitors and advocating for their needs within the department.
- Being a point of contact for visitors and staff for Visitor Services access information.
- Contributing to training and mentoring of new staff as part of the Visitor Services Induction process.
- Attend curator led exhibitions tours and document as a resource to be used for Whitechapel Gallery staff.
- Working with the Visitor Services Access Assistant to lead Audio Description Tours

## **Tours**

- Arranging tour guides for gallery hires and group bookings
- Arranging tour guides for public Spotlight Tours

## **Customer Care and Front of House**

- Working 'the floor' alongside colleagues and leading by example.
- Supporting the team in providing excellent customer care in accordance with and in support of the Gallery's vision, goals and mission.
- Facilitating a welcoming atmosphere for all visitors and actively promoting access to the gallery.
- Ensuring Cloak Room services, including Lost & Found, operate smoothly.
- Ensure all foyer desks are presentable and correctly stocked at all times.

## **Other**

- Adhering to the Whitechapel Gallery's Health and Safety policy and dress code
- Any other duties as directed by the Visitor Services Manager
- Attending Training
- Represent Whitechapel Gallery at public events, meetings and networking on behalf of the organisation

## **Person Specification**

### **Essential**

- Proven supervisory experience in a retail, customer/visitor services operation
- Strong, proven, organisational, communication (oral and written) and administrative skills
- Strong, proven, customer care/service experience and skills
- Practical and hands on approach
- Able to respond using own initiative and a good team player
- Experience of working with the public and dealing with complaints
- Excellent computer skills with a high level of proficiency in databases, Excel, Word.

### **Desirable**

- Interest in, and knowledge of, contemporary art
- First Aid certificate
- Modern languages
- Further advanced IT skills including PowerPoint
- Experience of working operationally in a public building

### **Conditions of Work**

- Permanent Contract: Full Time.
- Hours of work: Five days per week, Wednesday, Thursday Friday, Saturday and Sunday) totaling 36.25 hours. Including some evening work, which will be compensated by time off in lieu.
- Starting salary: up to £24,000 gross per annum depending upon experience.
- The period of notice is 2 month in writing on either side.

In addition to your salary, the benefits you are eligible to receive, subject to availability, are:

- 25 days annual holiday (pro rata for part-time staff)
- Option of 5% of your gross salary provided as employers' pension contribution
- Discount from the Gallery bookshop (subject to availability)
- Discount from the Townsend Restaurant (subject to availability)
- Discounts on editions (one per edition) and publications (subject to availability)
- Annual research/travel grant of £200
- Training opportunities

