

Visitor Services Assistant Kick Start Programme (6 Months)

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 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

Is to assist the Visitor Services Manager and the Director of Operations & Visitor Services.

Accountability

The Visitor Services Assistant reports to the Visitor Services Manager.

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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, 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
- Operating an effective reception service, acting as liaison point between Whitechapel Gallery staff and their visitors and managing the telephone switchboard and computerised calendar.

Administration

- Monitoring pick - up and delivery of small parcels and documents by couriers and promptly inform relevant departments of all deliveries.
- 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.

Data Collection

- 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

Limited Editions

- Selling limited editions and Servicing the cloakroom. Actively Promoting charitable donations for the Gallery. Ensuring the foyer and front desk space is clean and tidy and information material is readily available and attractively displayed.

Person Specification

Essential

- A positive attitude and desire to work in the arts, culture and heritage sector
- Excellent communication and customer care skills
- Good numeracy skills
- Willing to learn and work flexibly across Visitor services and Gallery Ambassador team
- Meticulous attention to detail
- Must have the ability to work under pressure
- The successful candidate must high levels of presentation and professionalism
- Applicants should have an awareness of Health and Safety, GDPR and confidentiality
- Active interest and empathy with Equal Opportunities practice

Desirable

- Educated to A Level standard or equivalent
- Desire to work in an Arts Charity organisation
- Knowledge of or interest in contemporary visual arts

Conditions of Work

- Placement: 6 Months
- Working Pattern: 25 hours per week, Flexible days
- Wages: £10.65 gross per hour
- Hours of work: Between 9.30am – 5.45pm, one hour lunch break.