

Visitor Services Assistant – Limited Editions

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 Assistant: Editions, will join a visitor-facing team responsible for reception, information, sales, ticketing, donations and all-round excellent customer service.

As part of the Visitor Services team, the post-holder will fulfil an important advocacy role, promoting Limited Edition sales front-of-house and contributing to the achievement of annual income targets and sales strategies.

Accountability

The Visitor Services Assistant: Editions is part of the Visitor Services Team and is managed by the Visitor Services Manager

Job description

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Duties and Responsibilities

Limited Editions

- Promote the Whitechapel Gallery Limited Editions to our visitors
- Ensuring Front of House procedures and policies using K3 retail point of sale system are followed and up to date in collaboration with the Editions Sales Officer.
- Nurturing an awareness of current Editions with FOH staff in collaboration with the Editions Sales Officer.
- To encourage increased Limited Edition sales front of house and contribute to sales strategy, to ensure the department meets sales targets
- Recording and maintaining clear records of Limited Edition sales and statistics
- Attend regular meetings with the Visitor Services and Commercial Enterprises Departments
- Advocating the Own Art scheme

Policies and Protocols

- Developing Front of House policies and protocols with the Visitor Services Manager and Visitor Services Supervisor
- Maintaining an up-to-date Visitor Services Assistant and Gallery Assistant Manuals.
- Assisting the Visitor Services Manager and Visitor Services Supervisor with induction and training for new staff.

Sales

- Promoting Edition sales, working with Ventures and Visitor Services Manager & Sales Officer to create best possible environment for optimal edition sales.
- Promoting Membership Scheme, ensuring visitor services systems enable best possible environment for optimal membership uptake.

- Promoting donations, ensuring visitor services systems enable best possible environment for optimal donations uptake.

Customer Care and Front of House

- 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.
- Putting into practice effective systems for the Information Desk's operation; including information management, sales systems, ticketing, reception, meet & greet and switchboard services, deliveries and dispatch, operation and administration of special projects, etc.
- Ensuring Cloak Room services, including Lost & Found, operate smoothly.
- Working 'the floor' alongside colleagues and leading by example.
- 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 Head of Visitor Services
- Attending Training
- Represent Whitechapel Gallery at public events, meetings and networking on behalf of the organisation

Personal 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
- Modern languages
- Further advanced IT skills
- Experience of working operationally in a public building

Conditions of Work

- Permanent contract
- Tuesday 9:00 – 17:15, Saturdays 10:00 – 18:15, Sunday 10:00 - 18:15
- Hours of work: 3 days per week totaling 21.75 hours. All Positions include regular weekend and some evening work, which will be compensated by time off in lieu.
- Salary scale: £20,678.45 pro rata
- The period of notice is 2 months in writing on either side.

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

- 20 days annual holiday (pro rata for part-time staff)
- Option of 4% 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)
- Training opportunities