



Whitechapel Gallery

Visitor Engagement Assistant – Access Recruitment Pack



Joy Gregory, *Cinderella Tours Europe (Cadiz)*,
1998-2001. Digital C-type photographic print
© Joy Gregory / Courtesy the artist

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Thank you for your interest in the **Visitor Engagement Assistant – Access** role at Whitechapel Gallery.

The Visitor Engagement Assistant - Access plays a vital role in delivering excellent customer service while acting as the primary operational point of contact for visitor access information and support.

We hope this recruitment pack gives you a helpful introduction to the role, and we look forward to receiving your application.

Whitechapel Gallery

Installation View, *Zineb Sedira: Dreams Have No Titles*, 15 February – 12 May 2024, Whitechapel Gallery, London. Photo: Damian Griffiths

About Whitechapel Gallery

Whitechapel Gallery is a ground-breaking arts institution located in the heart of London's East-End – one of the most diverse and creative quarters in the world. Locally embedded and globally connected, the Gallery was founded in 1901 to enrich the cultural offer for the people of East London.

Our historic building, which incorporates the former Whitechapel Public Library, houses six exhibition spaces, a fully equipped auditorium, a variety of study and studio spaces as well as a specialist bookshop and café.

Over the years, the Gallery has played host to some of the world's most significant and visionary artists, showcasing art from across the globe, including China, Brazil and the Islamic world. Our diverse artist roll call includes: **Barbara Hepworth (1954) • Jackson Pollock (1958) • Lee Krasner (1965) • Helio Oiticica (1969) • David Hockney (1970) • Gilbert & George (1971) • Eva Hesse (1979) • Frida Kahlo (1982) • Sonia Boyce (1988) • Cindy Sherman (1991) • Alfredo Jaar (1992) • Kiki Smith (1995) • Tony Cragg (1997) • Nan Goldin (2002) • Sophie Calle (2010) • Zarina Bhimji (2012) • Hannah Höch (2014) • Emily Jacir (2015) • William Kentridge (2016) • Theaster Gates (2021) • Nicole Eisenman (2023) • Zineb Sedira (2024) • Peter Kennard (2024) • Donald Rodney (2025) • Hamad Butt (2025) • Joy Gregory (2025).** We are equally committed to supporting local artists and communities, many of whom come from, or reflect, the many migrants that have made Whitechapel and its surrounding areas their home.

From ground-breaking solo shows to thought-provoking group and thematic exhibitions, the Gallery's focus on bringing artists, ideas, and audiences together, remains as important today as it did over a century ago.

Installation View, *Gavin Jantjes: To Be Free! A Retrospective 1970 – 2023*, 12 June – 1 September 2024, Whitechapel Gallery, London. Photo: Damian Griffiths



Our Vision, Mission and Values

Our Vision

Whitechapel Gallery will occupy a distinctive and radical position in the social and cultural landscape. We will build on our pioneering history as a place for contemporary art and ideas, translating and animating it for our time.

Our Mission

Whitechapel Gallery is a ground-breaking art institution that has existed for more than 100 years. We make contemporary art and ideas accessible to local and global audiences in the East End of London, recognising the critical role that art can play in firing up our imaginations, reflecting our lived experiences and opening up new possibilities for thinking, feeling and dreaming.

Our Values

- **Public:** *We are a public, cultural, social, and civic space that is open and accessible to everyone. We are proud to be a pioneering East End cultural institution that is locally embedded and globally connected. We take our responsibility as a public art institution seriously, believing that we have an accountability and duty of care towards all our stakeholders. We want our building to be an inspiring, soulful and intimate destination; a haven for anyone interested and curious about contemporary culture.*
- **Permeable:** *We are a place of reciprocal exchange and connection; an open, permeable institution that spills beyond its walls and learns with and through our many communities. We offer an open-hearted, open-minded space for artists, ideas and audiences to come together.*
- **Bold:** *We are proud to work with artists and ideas that address the key issues and concerns of our times. We focus on amplifying under-represented voices, women-identifying artists and artists of colour, championing their contribution to contemporary art and society.*
- **Collaborative:** *We believe that collaboration and collective endeavour fosters creativity, expands capability and increases productivity, and we actively seek equitable partnerships that create opportunities for artists, contributors and audiences to shape what we do.*
- **Caring:** *We promote and support a culture of care, respect, trust and accountability, and are dedicated to safeguarding the long-term future and sustainability of Whitechapel Gallery, artistically, environmentally and economically.*

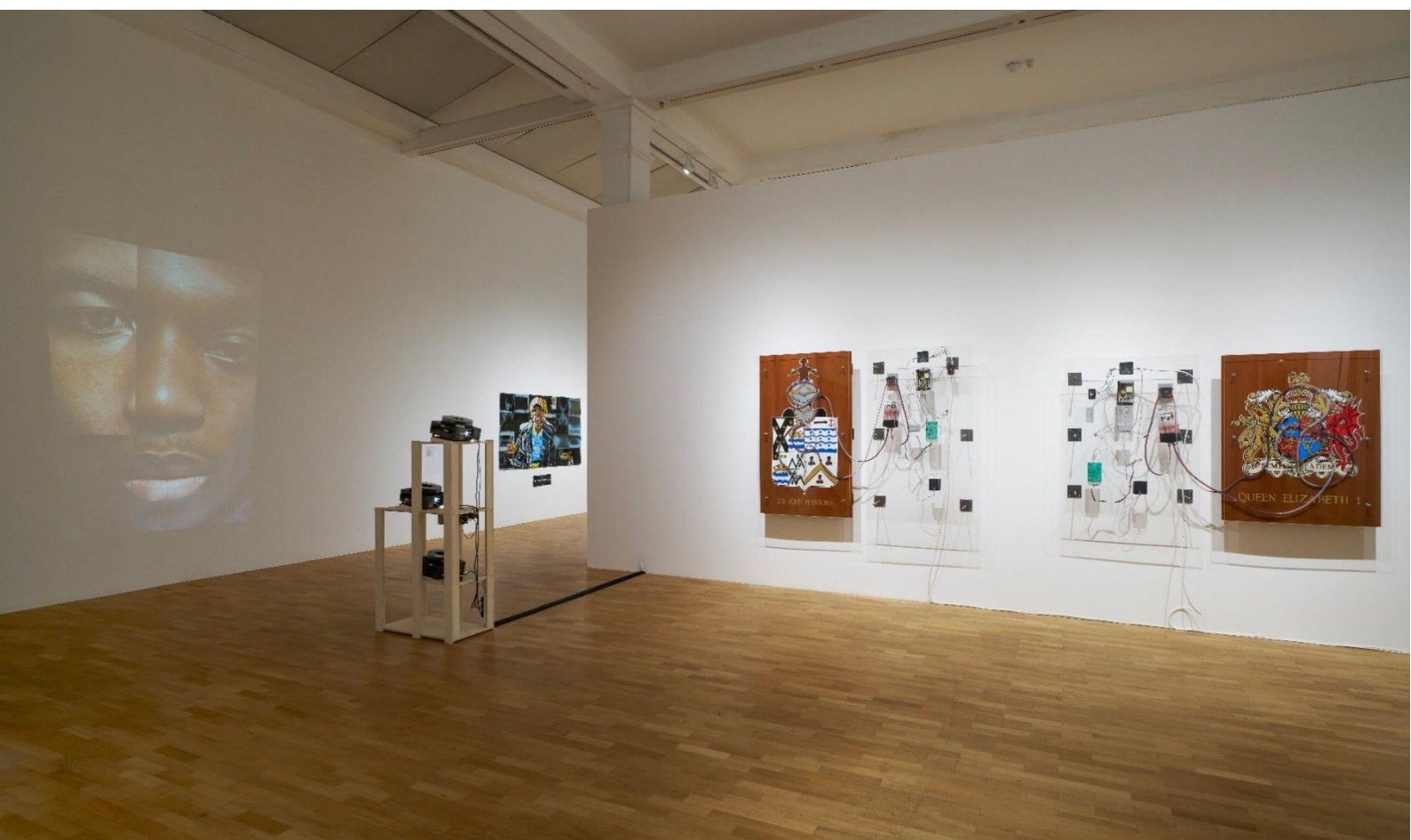
Our Programme

Whitechapel Gallery's acclaimed multi-disciplinary programme is presented seasonally and comprises a mix of free and ticketed exhibitions, displays and public events. These build on Whitechapel Gallery's legacy as a pioneering and radical arts institution, celebrated for its leading work in arts education and renowned for supporting some of the world's most visionary artists at crucial points in their careers.

We aim to reflect, inform and shape vital artistic and cultural trends through solo and thematic exhibitions live performance, screenings, open-calls and new commissions with a focus on showcasing under-represented voices, women-identifying artists and artist of colour from the UK and across the globe. Most exhibitions are accompanied by publications that deepen understanding of the work of participating artists, while also contributing to building new critical scholarship and revising established art histories. Each season we also host a range of accompanying public talks, events, workshops, festivals, later and other initiatives that expand thinking around contemporary art and ideas.

Learning and outreach sit at the heart of the Gallery and emphasis close collaboration with local families, schools and communities, who we value as key stakeholders in our organisation. We offer inclusive creative opportunities for young people (especially those aged 15-24) in East London; working with local state primary, and secondary, school pupils and teachers in Tower Hamlets and Newham; and offering platforms for artists and artistic communities, especially those from marginalised backgrounds.

Installation view: *Donald Rodney: Visceral Canker*, 12 February – 4 May 2025. Photo: Above Ground Studio



International in its scope and reputation... of all London's galleries, it remains the one that is truly of the people [...] The Whitechapel is at the apex of London's extraordinary contemporary art scene.

- The Financial Times

In these polarized times, giving people a space to explore objects, perform and play, alone and with strangers, feels like a radical, exhilarating preposition.

- ARTnews

This is the place to promote a belief in the good of art.

- The Independent

Excellently unmuseumlike.

- The Guardian

Sculpting Conversations, 14 June – 3 September 2023, Whitechapel Gallery, London. Photo: Manuel V



The Role of the Visitor Engagement Assistant – Access

Purpose of the Role

The Visitor Engagement Assistant - Access plays a vital role in delivering excellent customer service while acting as the primary operational point of contact for visitor access information and support. The postholder also provides colleagues with guidance on the Gallery's public-facing access provision. This role is central to ensuring that all visitors, including disabled, D/deaf and neurodivergent visitors, have an inclusive, welcoming and engaging experience.

The postholder coordinates and delivers the Gallery's seasonal access programme, including events, resources and outreach initiatives, and works collaboratively across departments to ensure access requirements are identified, planned and delivered accurately and on time.



Key Responsibilities

Access

- Act as the primary operational point of contact for disabled, D/deaf and neurodivergent visitors regarding access information, reasonable adjustments and support, escalating complex or sensitive matters to the Visitor Engagement Manager where appropriate.
- Regularly review the Gallery's public-facing access offer, identify gaps and recommend practical improvements to the Visitor Engagement Manager and Access Advisory Board, including developments to events, resources and outreach initiatives.
- Coordinate, develop and deliver the seasonal access programme, maintaining an agreed schedule of activity and ensuring that access resources and events are completed accurately and on time, including:
 - Devising and delivering Audio Description (AD) tours and initiatives.
 - Producing seasonal Large Print guides and other access resources.
 - Coordinating production of tactile objects with relevant exhibition curators.
 - Coordinating online outreach to promote BSL/AD tours and Relaxed Hours events.
 - Creating transcripts for audio artworks and coordinating captions/subtitles with curators.
- Maintain the “Access” page on the website, ensuring information is accurate and up to date.
- Maintain the Access Wall in the gallery foyer with current resources (translations, visual story, easy-read guides).
- Manage the access email account and respond to visitor enquiries.
- Attend and occasionally chair or minute meetings for the Access Advisory Group
- Organise Access Group-related meetings, including sub-group or issue-specific meetings
- Liaise proactively with Participation, Exhibitions, Communications and other departments to identify access requirements and coordinate the timely delivery and promotion of access resources.
- Work with the Chair of the Access Advisory Board and the Visitor Engagement Manager to progress agreed access priorities, providing updates on delivery, visitor feedback and matters requiring further action or resources.
- Provide guidance and informal briefings to Visitor Engagement colleagues on access resources, visitor adjustments and inclusive customer service, and support adherence to relevant access policies, procedures and legislation.

- During exhibition installation periods, work from the office as required to coordinate and produce seasonal access resources in collaboration with relevant colleagues.
- Gather and monitor feedback from disabled, D/deaf and neurodivergent visitors and use this information to recommend improvements to the visitor experience.
- Maintain appropriate records of access activity and provide regular progress updates to the Visitor Engagement Manager on delivery, emerging barriers and areas for improvement.
- Identify and escalate significant access risks, resource requirements or compliance concerns to the Visitor Engagement Manager in a timely manner.

Front-of-House

- Deliver friendly, professional, and inclusive visitor engagement at the information and ticket desks.
- Provide accurate information about exhibitions, events, and visitor facilities.
- Assist with invigilation, events, and ensuring a safe and welcoming environment for all visitors.





Person Specification

Essential Qualities

- Excellent communication and customer care skills
- Demonstrable knowledge of accessibility and inclusive practice within cultural, visitor-facing or public environments
- Experience in reception, box office, or other customer service roles
- Confidence engaging with visitors and the public
- Ability to work under pressure in busy environments
- High levels of presentation, professionalism, and punctuality
- Positive, engaged attitude supporting the Gallery's mission
- Enjoys working in a dynamic team
- Willingness to take direction and learn
- Experience of developing and producing audio description or comparable accessible interpretation for exhibitions, events or cultural programmes

Desirable Qualities

- Foreign language skills, including community languages and/or BSL
- Experience with diverse audiences
- Experience of ticketing, database software, and website CMS
- ICT skills including email, Microsoft Office, and ticketing systems
- Interest in contemporary visual arts
- Awareness of relevant accessibility, equality and health and safety legislation and good practice
- Experience of leading audio-described tours or other accessible visitor experiences

Conditions of Work

Contract: Permanent

Hours of work: Part-time (21.75 hours per week): Tuesday 10.00-18.15, Thursday 10.00-18.15, Friday 07.30-15.45. Flexibility may be required, with any additional hours compensated through time off in lieu or as otherwise agreed.

Salary: £29,000 per annum pro rata for hours worked

Probationary period: 3 months with maximum extension of 2 months

Notice period: 2 months. During the probation period the notice is 1 week in writing on either side.

Benefits

Annual Leave

Staff are entitled to 25 days' paid holiday, plus statutory bank holidays. Annual leave entitlement is increased every 3 years by an additional day, capped at 5 days.

Pension Scheme

All staff are eligible to participate in the group personal pension scheme

Employee Assistance Programme

All staff have access to our Employee Assistance Programme, which includes a 24/7 compassionate helpline, expert advice and up to six free counselling sessions.

Enhanced family leave – maternity, paternity and carer's leave

Training Opportunities and Travel Grant

We offer a range of training opportunities and learning programmes, including apprenticeships. To support your development and encourage exchange with peers, staff are eligible for a £200 annual travel grant (pro-rata).

Discounts

Staff receive discounts from the Gallery bookshop and from the café, both subject to availability. Staff receive discounts on editions (one per edition) and publications (subject to availability). Staff are entitled to a 75% discount on Gallery 2 hire (the hire fee element only) and 50% on all other spaces, both subject to availability.

Cycle to work Scheme

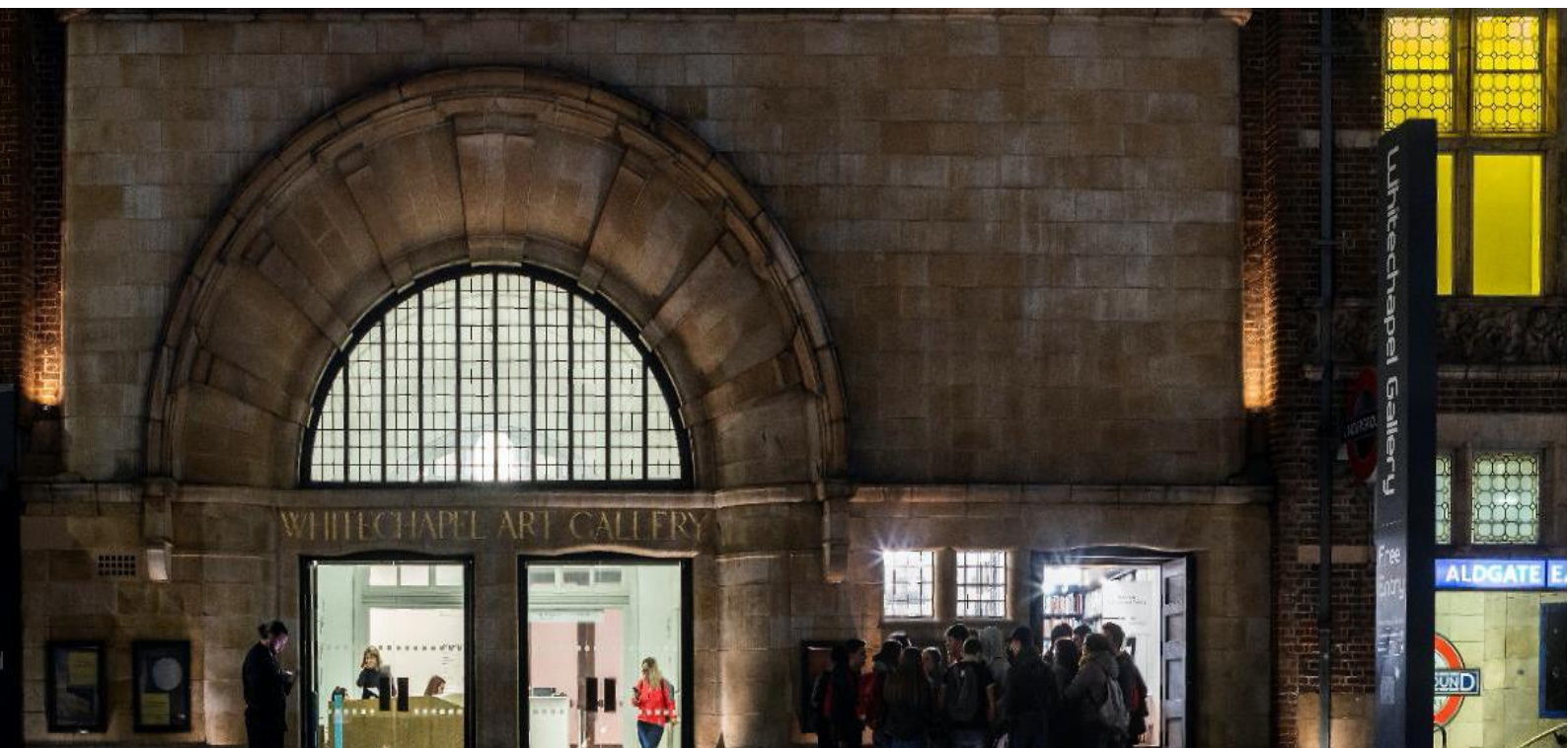
For the benefit of both you and the environment, you can loan a bike through a Cycle to Work scheme.

Exhibitions

For each exhibition at Whitechapel Gallery, staff are invited to a guided tour by a curator. Most major museums and galleries in London, and some beyond, grant free entry to exhibitions on presentation of your staff card.

Events

Staff can request one complimentary ticket for their own use for each public event at the Gallery, subject to availability.



Recruitment Information

How to apply

Please return the application form in PDF format to recruitment@whitechapelgallery.org

In the email's subject line, type your full name followed by the job title. We would be grateful if you would fill in and return the Diversity Monitoring form with your application. When the application is received, the Diversity Monitoring form is removed and does not form part of your application. The information from these forms helps us monitor our recruitment campaign's effectiveness.

Unfortunately, due to the volume of applicants for advertised positions, we cannot contact unsuccessful candidates or give feedback on application forms. If you are still waiting for a response from us by the advertised interview date, please assume that your application has been unsuccessful.

Access for people with disabilities

Please contact us at 020 7539 3320 or via recruitment@whitechapelgallery.org if you cannot complete this form electronically or would like further access information. We accept video applications and audio applications. We are committed to offering an interview to disabled candidates who meet the minimum criteria for the job. By 'minimum criteria' we mean that the individual must provide us with evidence in their application form, which demonstrates that they meet the qualifications, skills or experience defined as desirable in the Person Specification.

Equality, Diversity & Inclusion.

We want our workforce to represent all sections of the community and expect all our workers to firmly commit to working with the Gallery to create an equal, diverse and inclusive workplace. Our ambition is to reflect society and to create a diverse, inclusive and welcoming environment for all to experience art.

Deadline for applications: 12:00pm on Monday, 27 July 2026

Interviews: Tuesday, 4 August 2026





THE WORLD IN WHITECHAPEL



Whitechapel Gallery