



Job Details

Job Title: Gallery Assistant

Reports to: Site & Visitor Services Manager; Deputy Visitor Services Manager and Visitor Services Supervisors

Job Purpose: To assist in providing an excellent visitor experience for all of our audiences. You will deliver high standards of visitor service by using your knowledge of our collection and temporary exhibition programme, and communicating this enthusiastically with the skills and passion needed to do so effectively, whilst ensuring public safety and security of the building and its contents.

Gallery Assistant Responsibilities

Visitor Service

Proactively welcome, orientate and support visitors in the galleries, in order to help them get the most from their visit.

Enhance the visitor experience by demonstrating knowledge of the permanent collection, current and planned exhibitions, shop stock, café information and the local area in a friendly, genuine and helpful manner.

Security and safety

Remain vigilant and alert whilst on duty in order to provide a high level of security, for the protection of the collection from damage (deliberate or accidental) and theft. Be aware of any permanent or temporary hazards to visitors' and colleagues' safety and take appropriate action. Politely enforce the gallery rules.

Emergency procedures

Take appropriate action, according to training provided, in an emergency.

Ticket and Retail Sales

Using our IT systems, sell Admissions tickets and items in our Shop. This will involve up-selling and keeping an up to date knowledge of our product range and ticket offers.

General Assistance

Being flexible and assisting in the general operations of the Gallery.

This is not an exhaustive list of duties and the Gallery's management may, at any time, allocate other tasks which are of similar nature or level

Person Specification

Essential attributes:

- Experience of working with the public in a visitor-facing role
- Retail experience
- Excellent communication skills
- Excellent team-working skills
- Good IT skills
- Friendly, helpful and enthusiastic disposition
- Flexible approach, willing to take on a variety of tasks
- Knowledge of and interest in Art
- An understanding of the security issues involved with the daily running of a world-class Art Gallery containing Old Master Paintings.
- Available and willing to work weekends ; evenings and Bank Holidays

Desirable attributes

- Experience of the security issues involved with the daily running of a world-class Art Gallery containing Old Master Paintings
- Foreign language skills
- Previous experience of operating electronic tills (full training will be given).
- Training in first aid
- Training in public speaking, storytelling or presentation skills
- Knowledge of the local area, the collection and the temporary exhibitions
- Experience of events held in a gallery space

Other considerations

- These posts are paid at the London Living Wage, currently £9.75 per hour
- Successful candidates should expect to work the majority of weekend days. The Gallery is normally closed to the public on Mondays.

Deadline for Applications: 10pm Sunday June 11

Due to the high volume of applications we receive we will only respond to those candidates selected for interview.