

DULWICH
PICTURE
GALLERY

WORK WITH US

Gallery Assistant (casual)
Job information pack

JOB DESCRIPTION

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| Job Title: | Gallery Assistants (Casual) |
| Working hours: | Hours of work variable to support the operational delivery of all Dulwich Picture Gallery events and exhibitions. This role requires regular weekend work as well as evenings and Bank Holidays, with some early starts and late finishes on a flexible basis as per operational requirements. |
| Salary: | London Living Wage |
| Reports to: | Visitor Services Manager and Assistant Visitor Services Managers |
| Works closely with: | Visitor Services Team |

ABOUT THE ROLE

Dulwich Picture Gallery are seeking dynamic and passionate Gallery Assistants capable of delivering an exemplary visitor experience. Displaying a keen interest in the arts, you will gain invaluable experience and will develop a range of skills.

It's important to us that you are enthusiastic, pro-active, and visitor focused with a polite manner, and enjoy working as part of a team.

Job Purpose:

- To provide a warm and friendly welcome to all our visitors.
- To ensure that Dulwich Picture Gallery site is safe and secure.
- To ensure that your working areas are well presented and maintained.
- To share your knowledge about Dulwich Picture Gallery, its programmes and provide an enjoyable experience for all our visitors.

MAIN DUTIES

Welcome and Information

- To be the first point of contact for onsite visitor-related issues.
- To provide a warm and friendly welcome to all visitors to Dulwich Picture Gallery.
- Keep an up to date knowledge of our product range and offers at Admissions and Retail.
- To promote the sale and benefits of the Friends membership scheme.
- To welcome opportunities to talk and engage with visitors, share your own sense of enthusiasm, passion and fun for the Gallery with our visitors.
- Share your knowledge about events, activities or exhibitions taking place at Dulwich Picture Gallery and its history.
- Strive to make the visitor experience world class.
- To solve problems and report visitor and site issues that may hinder or damage a visitor's experience.
- Strive to resolve issues quickly before they escalate in a manner appropriate to our different visitors.
- Share knowledge and best practice with colleagues.
- To assist visitors with access requirements to support their needs and to help them find their way around the gallery and surrounding area with ease.
- Any other duties consistent with the role and as requested by the Assistant Visitor Services Managers and Management Team.
- To sell tickets via our ticketing system and promote the sale of Gift Aid admission tickets to support the ongoing opening of the Gallery.
- To check/scan tickets and membership cards on entry.
- To give directional information to resolve any queries or ticketing issues.

Safety and Security

- To ensure the safety of all our visitors.
- 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.
- Politely enforce the Gallery rules.
- To maintain clear exit routes.
- To maintain good and up to date knowledge of Dulwich Picture Gallery fire, safety and evacuation procedures and facilitate the evacuation of the Gallery in the event of an emergency.
- To give clear and confident direction to visitors in the event of an emergency.
- To communicate effectively using radios, whilst maintaining appropriate radio etiquette.
- Anticipate and resolve safety issues that may affect a visitor before they arise, or quickly escalate to the Assistant Visitor Services Managers and Operations Management Team if this isn't possible.
- Be aware of any permanent or temporary hazards to visitors' and colleagues' safety and take appropriate action.
- Be present and alert during events to ensure the health and safety and comfort of visitors and report problems to the Assistant Visitor Services Managers and Operations Management Team immediately.
- Be vigilant around the site, identifying potential safety and security issues and alerting the Assistant Visitor Services Managers and Operations Management Team.



The 2019 Pavilion 'The Colour Palace'

Site

- To help tidy and maintain the gallery grounds.
- To assist with event set up.
- To assist with deliveries and parcels.
- To sign visitors and contractors in securely.
- To help deal with emergency contractor call outs.
- To understand and identify any issues with our Building Management System.

Presentation

- To ensure your areas of work are well maintained and well presented.
- To ensure your personal presentation meets the standards set out by the Visitor Services Management Team.
- 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

You will have....

- Experience in a customer-facing role or ability to demonstrate an aptitude for customer service.
- Be available to flexibly work evenings, weekends, bank holidays and events.
- Be confident and able to communicate in a clear and concise manner.
- Demonstrate exceptional customer service skills including the ability to assist all visitors, including those with access requirements in a helpful, friendly, courteous and confident manner.
- The ability and confidence to professionally and efficiently communicate and work with different departments.
- The ability to stay calm under pressure and solve problems quickly and efficiently.
- Experience working as part of a team in a supportive and cooperative manner.
- Competent IT skills to use a computerised ticketing and membership system.
- Excellent verbal communication skills.

- Knowledge of and an interest in the arts.

Desirable Attributes...

- Foreign language skills.
- Cash handling experience.
- Previous experience of operating electronic tills/ticketing and membership systems.
- Training in first aid.
- Experience in public speaking, storytelling or presentation skills.
- Knowledge of the local area.
- Experience of working at events held in a gallery/museum space.
- Retail experience.

ADDITIONAL INFO AND HOW TO APPLY

Pension:

The Gallery auto enrolls employees into a pension scheme in accordance with Part 1 of the Pensions Act 2008

Salary:

London Living Wage

Benefits:

- Discount in the Gallery shop and café
- Interest free season ticket loan and cycle to work scheme
- Part of the reciprocal arrangement with free entry to many museums and galleries across London

How to apply:

To apply, please send your CV and covering letter outlining your suitability for the role to:
recruitment@dulwichpicturegallery.org.uk



Dane Hurst at Dulwich Picture Gallery 2018

OUR CULTURE

Dulwich Picture Gallery, founded in 1811, is the world's first purpose-built public art gallery. We care for and display our outstanding collection of Old Master paintings within Sir John Soane's pioneering architecture. As an independent gallery, we remain true to our founders' purpose of presenting art 'for the inspection of the publick' by engaging as many people as possible, of all ages and backgrounds, through our innovative interpretation and dynamic programme.

Our Mission

To maximise Dulwich Picture Gallery's unique potential - its building, art, grounds, people and location - for future generations.

Our Vision

To be an inspirational cultural retreat unlocking fresh perspectives through the art of the past. Our site-wide creative experiences provide time-out from a chaotic world, empowering visitors to forge meaningful connections by finding themselves in art.

Our Values

We are:

Caring

We care for our collection, our audiences, our communities and each other

Risk Taking

We are ambitious and agile, valuing creativity and considered experimentation

Collaborative

We are open and communicative, creating and sharing opportunities through partnerships and projects.