

DULWICH
PICTURE
GALLERY

WORK WITH US

RECEPTION AND SECURITY OFFICER
Job information pack

JOB DESCRIPTION

Job Title:	Reception and Security Officer
Working hours:	4 days on 4 days off contract - 08:30 - 19:30 (across 7 days per week)
Term:	Permament
Salary:	Band B 2025/26 - £29,500 per annum
Department:	Operations
Reports to:	Head of Operations
Application deadline:	midnight, Monday, 16 June 2025

ABOUT THE ROLE

We are seeking two Reception and Security Officers to ensure security for all areas of the Gallery during the day and also undertake reception and administrative duties, including signing in visitors, monitoring CCTV, conducting patrols and dealing with deliveries. This will be a varied role and require someone who can prioritise and manage their own workload in a job share situation.

MAIN DUTIES

Security

- Providing a customer focused security presence, ensuring a safe and secure environment for staff and visitors.
- Unlocking and locking buildings, rooms, and gates to ensure that no unauthorised personnel or hazards are on site.
- Patrolling the buildings, car park and gardens to deter and detect problems.
- Making visual checks of artwork inside and outside.
- Completing thorough handovers to and from nighttime security officers.
- Key, radio and panic alarm management, ensuring they are signed in and out and systems are maintained.
- Monitoring CCTV and security systems.
- De-activating and activating alarms.
- Escalate incidents and follow emergency plans set out by the Gallery.
- Maintaining and developing administrative systems.
- Responsible for staff, volunteer and visitor passes.

Reception

- Welcoming visitors, such as contractors or funders, as their first point of contact and ensuring they have a positive experience. Contacting relevant staff members to deal with visitors and ensure they are looked after. Providing passes where relevant.
- Dealing with deliveries to the Gallery throughout the day.
- Responsible for ensuring that all post is processed correctly and collected on a daily basis.
- Checking and challenging ID passes with a professional and friendly approach.
- Proactively liaising with staff, visitors and contractors.
- Identifying and reporting Health & Safety issues and carrying out first aid if necessary.
- Maintain records and documentation ensuring full transparency of any events, enabling effective monitoring.
- Monitor the Building Management Systems and highlight any fluctuations or issues to relevant teams.

PERSON SPECIFICATION

Essential Attributes

- Excellent communication skills and a strong customer focus.
- Demonstrable attention to detail.
- Have the necessary IT skills to enable you to perform the responsibilities of the post efficiently.
- Ability to prioritise and plan own workload.
- Confidence and ability to establish and maintain good and effective working relationships at all levels.
- Proven ability to remain calm and measured in all situations.
- Flexible approach, willing to take on a variety of tasks.
- Subject to satisfactory DBS check

Desirable Attributes

- A valid SIA License - training will be provided if required.
- Current first aid certificate - training will be provided if required.

ADDITIONAL INFO AND HOW TO APPLY

Annual Leave:

25 days per year plus your birthday, UK bank holidays, and an additional two discretionary Director days holiday per year. If a bank holiday is worked, then this can be taken in lieu.

Pension:

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

Salary:

Band B 2025/26 - £29,500 per annum

Benefits

- Flexible working (this can be requested and is at the discretion of the line-manager and within the constraints of the role)
- 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:

Applications should be made by submitting a CV and maximum one page covering letter or video application to recruitment@dulwichpicturegallery.org.uk. Please apply by **midnight, Monday, 16 June 2025**.

We value the perspectives and experiences that you can bring and even if you feel you meet some of the criteria, but not all, we encourage you to apply. In your covering letter let us know how your skills and experiences, from wherever you have come from, will bring benefit to the role and the team. We are happy to support with any resources and adjustments for anyone who needs it, to make applying for this role easier. In your application please do let us know how we can support you; this will not influence your application.

In addition to submitting your CV and covering letter or video application please complete the anonymous [Equality, Diversity and Inclusion Monitoring Form](#).

At Dulwich Picture Gallery, we recognise our responsibility to provide meaningful and relevant experiences for everyone. We welcome applications from applicants with experience of working, living or studying within our key priority boroughs of Southwark, Lambeth and Lewisham, and are particularly keen to hear from candidates who identify as Black, Asian and minority ethnic, disabled and/or people from lower socio-economic backgrounds, as these groups are currently underrepresented in our organisation and reflect our local community.



Sculptures by Yinka Shonibare CBE RA and Li Li Ren in our Garden 2024.

BRAND AND CULTURE

Our Vision

A world where closer connection with art enhances life

Our Mission

Unlock art for all, to spark ideas and imagination

Our Shared Idea

Bringing art to life and life to art

OUR VALUES

Show you care

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

Dare to try

We are ambitious and inventive, and unafraid to try new things; valuing creativity and considered experimentation

Bring others with you

We are open and communicative, creating and sharing opportunities through positive partnerships