

DULWICH
PICTURE
GALLERY

WORK WITH US

ArtPlay Host
(Permanent / Casual contract)
Job information pack

JOB DESCRIPTION

Job Title:	ArtPlay Host
Working hours:	<p>We are open to full time (40 hours) and part time contracts. The contract will be Annualised hours, worked flexibly to meet the Gallery's operational needs including weekends, some evenings and Bank Holidays.</p> <p>We are also open to candidates seeking a casual contract.</p>
Term:	Permanent / Casual contract
Salary:	Band A 2025/26 London Living Wage
Department:	Visitor Experience Team
Reports to:	Head of Visitor Experience
Application deadline:	midnight, Sunday, 6 July 2025

ABOUT THE ROLE

We are committed to making art accessible to everyone, and we invite visitors of all ages to explore our Gallery. Our new ArtPlay Pavilion which is due to open in early September 2025, has been specifically designed for under 8s, fostering a lifelong passion and appreciation for art and education in our youngest guests through imaginative play. We are seeking ArtPlay Hosts to provide a world class visitor experience for those visiting the ArtPlay Pavilion. You will deliver high standards of visitor experience at the forefront of everything you do.

MAIN DUTIES

- Proactively welcome, orientate and support visitors in the ArtPlay Pavilion, in order to help them get the most from their visit.
- Manage parties and school group visits to the ArtPlay Pavilion, including navigating them to the Canteen when needed.
- Use our Tessitura CRM system to confirm bookings and deal with any issues or enquiries.
- Support the Volunteer Hosts in the ArtPlay Pavilion.
- Supporting visitors with any queries on bookings and support needed.
- Ensure a positive and creative environment for visitors to engage.
- Supporting the Schools team with visiting schools and a range of activities.

- Remain vigilant and alert whilst on duty in order to provide a high level of security. Be aware of any permanent or temporary hazards to visitors' and colleagues' safety and take appropriate action. Politely enforce the gallery rules.
- Setting up and checks of the ArtPlay Pavilion for new sessions (including wiping down), ensuring the space is clean and tidy.
- Monitor the equipment and materials in the ArtPlay Pavilion, ensuring a cycle of replacement items and cleaning is adhered to.
- Administer first aid when appropriate.
- Take appropriate action, according to training provided, in an emergency.
- Being flexible and assisting in the general operations of the ArtPlay Pavilion.
- Supporting at children's birthday parties.
- Adhere to the Gallery safeguarding policy and be vigilant of safeguarding at all times.
- Adhering to the Gallery's premises licence requirements.
- Being a part of the Visitor Experience Team.
- You may be required to cover other areas of the Gallery on occasion.

PERSON SPECIFICATION

Essential Attributes

- Experience of working with the children in a visitor-facing role and have a collaborative and supportive approach to working with others.
- An engaging communication style which is appealing to children.
- 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.
- Available and willing to work weekends, evenings and Bank Holidays.
- Enhanced DBS Check will be required for this role.

Desirable Attributes

- Knowledge of and interest in Art..
- Experience of the security involved with the daily running of a world-class Art Gallery.
- Foreign language skills.
- Training in First-Aid, particularly paediatric (training will be provided).
- Training in public speaking, storytelling, or presentation skills.
- Experience of events held in a gallery setting.

The role will start week commencing 18 August 2025. You will be required to work on 22 August 2025 and 03 September 2025 for mandatory training. You will also be required to complete paediatric first aid training, if required, dates for this will be confirmed at interview.

ADDITIONAL INFO AND HOW TO APPLY

Annual Leave (FTE):

25 days per year (pro-rata) 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 A 2025/26 London Living Wage

Benefits

- Discount in the Gallery shop and café
- Interest free season ticket loan and cycle to work scheme (for FTE)
- 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, Sunday 6 July**.

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