

DULWICH PICTURE GALLERY

JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title: Gallery Assistant

Roles required: Role A: 2 x 20 hours (Permanent)
Role B: 4 x Casual Staff

Reports to: Visitor Services Manager and Assistant Visitor Services Managers

Who We Are:

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 our founders' purpose of presenting art '*for the inspection of the publick*' while engaging as many people as possible, of all ages and backgrounds, through our creative programme.

Our Mission:

We are engaged in a continuous process of planning, delivery, evaluation and development in order to unlock the Gallery's unique potential: our location, art and people

Our Vision:

Our mission is underpinned by our vision to secure the Gallery's future as a welcoming, vibrant hub where you - everybody - can Find Yourself in Art

Our Vision in Action:

In the intimate setting of the world's first purpose-built public art gallery
Find Yourself surprised by 'oh-wow' visual encounters
Find Yourself at home in a space where you feel welcome
Find Yourself transported by history and imagination
Find Yourself nourished by creativity and contemplation
Find Yourself connected with paintings and people
Find Yourself in Art

Our Values:

We are a hard-working, high-achieving team that values inter-departmental working and openness. We live out our values in our daily work and decision-making so that they are central to our identity

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.

Summary and aims of role:

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

We are looking for enthusiastic people with a keen interest in the arts to join the team. It's important to us that you who are 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.

Key responsibilities

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.
- 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 promote the sale and use of Audio Guides to enrich the visitor's experience.
- Up-sell and 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 give directional information to resolve any queries or ticketing issues.
- 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.

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 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.

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

Essential competencies

- Experience in a customer-facing role or ability to demonstrate an aptitude for customer service.
- 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.
- Have the ability to stay calm under pressure and solve problems quickly and efficiently.
- Have experience working as part of a team in a supportive and cooperative manner.
- Be available to work flexibly including working in the evenings and at weekends, and Bank Holidays.
- Competent IT skills to use a computerised ticketing and membership system.
- Have excellent verbal communication skills.
- Knowledge of and an interest in the arts.

Desirable competencies

- 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.
- Experience of radio communication.

Terms and conditions

Salary Range: Band A - London Living Wage at current rate.

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 (3 weekends per month), as well as evenings and Bank Holidays, with some early starts and late finishes on a flexible basis as per operational requirements.

Leave entitlement: For the permanent roles, 25 days' holiday per year, statutory Bank and two discretionary, non-contractual 'Gallery' days. Leave entitlement for the casual roles is dependent on the number of hours worked and will be pro-rated on the basis of the full-time entitlement advised above.

Pension: The Gallery auto enrolls employees into a pension scheme in accordance with Part 1 of the Pensions Act 2008; employees contribute 3% and the Gallery 6% into this Scheme.

Application process:

The deadline for applications is 12pm on Sunday, 27th January 2019. Interviews are expected to take place week commencing 28th January 2019.

To apply, please send your CV and covering letter outlining your suitability for our roles to: recruitment@dulwichpicturegallery.org.uk. In your Covering letter, please make clear the role or role(s) that you are interested in applying for.