

WORK WITH US



Visitor Experience Supervisor
(Fixed Term Contract)
Job information pack

JOB DESCRIPTION

Job Title:	Visitor Experience Supervisor
Working hours:	Annualised hours contract (averaging 24 hours per week), worked flexibly to meet the Gallery's operational needs including weekends, some evenings and Bank Holidays
Term:	12 month fixed term contract
Salary:	Band C 2025/26 - £30,888.00 pro-rata
Department:	Visitor Experience Team
Reports to:	Visitor Experience Manager and Assistant Visitor Experience Managers
Application deadline:	midnight, Monday 21 April 2025

ABOUT THE ROLE

Visitor Experience Supervisors act as team leaders in a team of Gallery Assistants and Volunteers to deliver a first-class visitor experience at the Gallery as well as providing security to and protection of the building and its collection. They will have visitor care and high standards of customer service at the forefront of everything they deliver. Their duties will be shared with other Supervisors and Assistant Managers who all report to the Visitor Experience Manager.

MAIN DUTIES

Management

- Assist the Visitor Experience Manager and Assistant Visitor Experience Managers (AVEMs) in delivering a welcoming, presentable and consistent standard of visitor experience through the supervision of the Gallery Assistants and Volunteers.
- Promote the protection of the building, artworks, staff and visitors by ensuring that the Gallery Assistants remain alert and vigilant in their duties.
- Support the Visitor Experience Manager and Assistant Visitor Experience Managers (AVEMs) in the daily management of the Gallery Assistants including assisting in creating daily roasters, supervising scheduling of breaks, and deputising for the Visitor Experience Manager and AVEMs as and when needed.
- Support in providing training and guidance for Gallery Assistants in the use of the Gallery's admissions systems, retail till, Gift Aid, visitor service, and invigilation.
- Assist the Visitor Experience Manager and AVEM's in providing inductions and suitable training to Gallery Assistants who are joining the Gallery.

Visitor Service

- Proactively welcome, orientate and support visitors in the galleries, and deliver a high standard of visitor care.
- Enhance the visitor experience by demonstrating knowledge of the collection, current and planned exhibitions, shop stock, café information and the local area in a friendly, genuine and helpful manner.
- Direct the Gallery Assistants in helping visitors with special needs, for example, physically disabled, visually impaired, hard of hearing and those with learning difficulties.

Security and safety

- Safeguard the Gallery building, its exhibitions, collections, staff and visitors according to Gallery policy.
- Interpret and enforce the Gallery's codes of conduct and rules in a sensible and sensitive manner.

Information and Systems

- Ensure that the Gallery Assistants are competent and confident in using the Gallery admissions system and retail till software.
- Possess a strong knowledge and understanding of our ticketing system, and help the Gallery Assistants to push membership and donations through Gift Aid.

Emergency Procedures

- Maintain a comprehensive knowledge of the Gallery's emergency and evacuation procedures and be able to manage and coordinate an evacuation of the premises.
- Site emergencies: on duty days to implement the Gallery's emergency response plan.
- Maintenance emergencies: on duty days respond to maintenance emergencies on site. Taking remedial action and/or calling out relevant contractors.
- Work closely with the Visitor Experience Manager, Site Manager, Security and Head of Operations to ensure the Visitor Experience Team are trained in and confident of their roles within the disaster and evacuation plan.

Emergency Procedures

- Work closely with the Visitor Experience Manager, Site Manager, Security and Head of Operations to create a safe working environment within the Gallery including identifying and mitigating risks.
- Maintain a good understanding of and comply with the Gallery's Health and Safety policies.
- Ensure accidents and incidents are logged and reported correctly.

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

PERSON SPECIFICATION

Essential attributes:

- Experience of working as a supervisor / team leader in a visitor facing environment, preferably an arts organisation or cultural venue.
- 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 and courteous, 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 evenings, weekends and Bank Holidays.
- Competent IT skills to use computerised ticketing and membership system.
- Have excellent verbal and written communication skills.

Desirable attributes:

- Knowledge of and interest in Art.
- Foreign language skills.
- Previous experience of operating electronic tills / ticketing and membership systems.
- Training in First-Aid.
- Experience in public speaking, storytelling, or presentation skills
- Experience working at events held in a gallery, museum or cultural space.
- Retail experience.



HOW TO APPLY

Applications should be made by submitting a CV and maximum one page covering letter to recruitment@dulwichpicturegallery.org.uk. Please apply by **midnight on Monday 21 April 2025**.

Your application should provide a clear explanation of why your skills and experience are relevant for this role. You can choose to make your application in a form of your choice, this can be a traditional CV and covering letter, or you could for example send a video.

In addition please complete the anonymous [Equality, Diversity and Inclusion Monitoring Form](#).

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.

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. 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.





Dane Hurst at Dulwich Picture Gallery 2018

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