



# Job profile

## Gallery Assistant

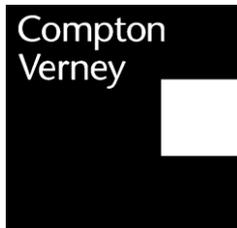
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| <b>Department:</b>   | Visitor Experience Team  |
| <b>Location:</b>   | Compton Verney   |
| <b>Reports to:</b>   | Visitor Experience Manager   |
| <b>Key relationships:</b>                                  | Duty Managers, Gallery Interpreters, Admission and Retail Assistants and Volunteers<br>Events team<br>Programming (Learning, Exhibitions & Collections)<br>Individual and group visitors<br>Corporate clients, wedding and VIP guests<br>School groups |
| <b>Hours per week:</b>                                     | Seasonal position March to December 2018   |
| <b>Constraints:<br/>(Travel/Base/Working Patterns etc)</b> | <b>Access to a vehicle is essential to work at Compton Verney due to the minimal public transport links to the area</b><br>Will be required to work regular weekends, Bank Holidays and occasional late evenings for internal events                   |
| <b>Date:</b>   | January 2018   |

### 1 CONTEXT

Compton Verney is a national art museum set in 120 acres of fabulous Georgian parkland, only eight miles from Stratford-upon-Avon. We are a registered charity, with the aim of providing an inspiring and entertaining day out for visitors of all ages and backgrounds – whether they have come to see our international art exhibitions, to take part in our wide-ranging activities, to enjoy the diverse features of our extensive landscape, or simply to spend time in our celebrated shop and award-winning café.

A gently-paced cultural oasis in the heart of the South Midlands, easily accessible by road and motorway, we offer a genuinely unique visitor experience that is fun, informative and surprising – but which never lectures or condescends, and which is always jargon-free, cheerfully inclusive and refreshingly relaxed.

Compton Verney seeks to reinforce its position as a nationally and internationally recognised art gallery by continuing to increase visitor numbers and improve the visitor experience, by securing adequate resources to sustain the organisation in the long term, by building our profile locally, regionally, nationally and internationally, and by developing collaborative partnerships with other major institutions and collections.



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### 2 THE ROLE

The Visitor Experience Team and its Gallery Assistants are responsible for ensuring that every visitor to Compton Verney has an exceptional gallery experience. Working as part of team, you will achieve this by:

- Welcoming all visitors and creating an engaging environment that offers an experience that everyone will want to repeat and tell others about
- Provide orientation and information for visitors in an efficient yet friendly manner
- Be vigilant and alert in the galleries for the security and safety of the collections and exhibitions and be confident in enforcing gallery rules
- Exceed all visitor expectations with the quality of presentation, service and information

The key accountabilities of the post holder:

#### VISITOR SERVICES

- Follow the Visitor Service Standards to ensure every visitor is made to feel welcome, valued and appreciated
- Help orientate visitors around the site providing them with information about the exhibitions, collections, events and history of Compton Verney
- Engage willingly with visitors
- Enforce gallery rules in a friendly and polite manner
- Deal with complaints and enquiries and take appropriate action, referring to the Duty Manager or Visitor Experience Manager as necessary
- Work with colleagues to appropriately to meet the requirements of visitors with special needs

#### HOUSE KEEPING

- Be responsible for the presentation of the gallery and public spaces ensuring they are tidy at all times and well stocked with appropriate literature
- Check that all equipment in the gallery and public spaces are functioning correctly, reporting any problems through the appropriate channels

#### SECURITY AND SAFETY

- Provide a visible and recognisable presence in the galleries for the protection of the collection and exhibitions
- Be vigilant concerning behaviour that might endanger the works of art, personal safety or private property and refer incidents or concerns to other members of staff as necessary
- Be familiar with Compton Verney rules and regulations and why they exist



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- Take appropriate action in emergency situations (including evacuating visitors from the building), according to training provided by Compton Verney
- Be responsible for the Health and Safety of self, colleagues and visitors, observing all Health and Safety regulations as set out by Compton Verney and current legislation

### TEAM WORKING

- Contribute as an effective member of the Compton Verney team, assisting others where necessary in a willing and positive manner

### INTERNAL EVENTS

- Assist with internal out of hours activities such as private views and fundraising events

### PERSONAL DEVELOPMENT

- Acquire and maintain a good knowledge of Compton Verney, its collection, exhibitions and activities throughout the site
- Keep up to date with relevant policy, practice and issues affecting Compton Verney
- Implement policy in a manner which will reflect well upon Compton Verney as a caring organisation
- Attend training courses, workshops and monthly team meetings and undertaking one-to-one training as and when required in order to maintain Compton Verney standards

### ADMINISTRATION

- Ensure the legible and correct completion of all necessary documentation including your own timesheets and other paperwork

*The post holder may be required to undertake other duties which may be reasonably requested by the Visitor Experience Manager or the Duty Manager and which are compatible with the overall scope and authority of the role.*



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### 3 JOB HOLDER SPECIFICATION

|   | <u>Essential</u> | <u>Desirable</u> |
|---|------------------|------------------|
| <b>Qualifications and Attainments</b>   |                  |                  |
| Minimum 5 GCSE grades A-C inc Maths and English or equivalent Further Education qualification | *                | *                |
| <b>Work Experience</b>  |                  |                  |
| Experience of delivering good customer service  | *                |                  |
| Tact and diplomacy  | *                |                  |
| Previous experience of working in a museum or gallery   |                  | *                |
| <b>Skills</b>   |                  |                  |
| Interest in and knowledge of art  | *                |                  |
| Good listening skills   | *                |                  |
| Open interpersonal style  | *                |                  |
| Effective team worker   | *                |                  |
| Ability to remain focused and self-reliant during both busy and quiet times                   | *                |                  |
| <b>Behaviours and Characteristics</b>   |                  |                  |
| An understanding of the security issues pertaining to an art gallery                          | *                |                  |
| Proactive attitude and a willingness to contribute within a busy team                         | *                |                  |
| Willingness to undertake training when necessary  | *                |                  |
| Self-motivated  | *                |                  |
| Clear communicator  | *                |                  |
| Alert and vigilant  | *                |                  |

# Additional information

## Gallery Assistant

### 4 SALARY AND TERMS

£8.75 per hour plus benefits. £9.30 per hour for commercial event shifts

### WORKING HOURS

Variety of hours available. Due to potential fluctuations in visitor numbers caused by weather or exhibition related to activity, the hours and quantity of work will be specified to you on a monthly basis. Hours will include regular weekend and some evening working. This is a seasonal, fixed term contract from March 2018 to December 2018.

### EQUALITY

Compton Verney believes in the employment and advancement of people solely on their ability to do the job required. When recruiting people, we will therefore disregard their gender, marital status, age, race, colour, nationality, ethnic origin, religion and sexual orientation. There will be no unfair discrimination on the basis of disability. If you would like to discuss submitting your application in a different format please contact us telephone: 01926 645553 email: [lucy.jones@comptonverney.org.uk](mailto:lucy.jones@comptonverney.org.uk) .

### PENSION

Compton Verney will be offering an auto enrolment compliant scheme with Aegon. Details will be available the successful candidate.

### PROBATION

All appointments are subject to satisfactory employment and character references. There is a probationary period of 3 months for this post.

### DATA PROTECTION ACT

Information provided by you as part of your application will be used in the recruitment process. Any data about you will be held securely with access restricted to those involved in dealing with your application in the recruitment process.

Once this process is completed the data relating to unsuccessful applicants will be stored for a maximum of 6 months and then destroyed. If you are the successful candidate, your application form will be retained and form the basis of your personnel record.

Information provided by you on the Equal Opportunities Monitoring Form will be used to monitor Compton Verney's equal opportunities policy and practices. By signing and submitting your completed application form you are giving your consent to your data being stored and processed (if you submit your application by e-mail and the application form is un-signed we will assume that consent by you is given) for the purpose of the recruitment process, equal opportunities monitoring and your personnel record if you are the successful candidate.