

# Visitor Experience Assistant (Exhibitions)

Job Description & Application Pack

Closing Date: Mon 12 Oct 2026



hub

## About the Hub

The Hub delivers an inspiring programme of contemporary craft, design, dance and creative arts experiences, in Sleaford, across North Kesteven and beyond.

Home to a national centre for craft and design, our celebrated exhibitions showcase contemporary artists and makers from around the world. Our vibrant shop stocks an ever-changing collection of handmade craft objects and design gifts, and our contemporary CaféBar is a great place to meet and enjoy locally sourced specialty food and drink.

The Hub offers a dynamic public programme of workshops, talks, classes, competitions, special events and performances for everyone of all ages and abilities. We deliver creative activities in schools and care settings, and we work with communities and partners to coordinate projects, events, festivals, celebrations and public commissions.

We strive to make arts and culture accessible to all, promoting inclusivity, diversity and cultural democracy in all that we do. Visit the Hub and experience the power of creativity to transform lives, connect communities and enrich the world around us.

The Hub is an Arts Council England National Portfolio Organisation, owned and supported by North Kesteven District Council and operated by Better who is part of GLL; a charitable social enterprise and the UK's largest public leisure operator. GLL are a Real Living Wage employer.



## The Role

|                  |                                                                                                                               |
|------------------|-------------------------------------------------------------------------------------------------------------------------------|
| Post:            | <b>Visitor Experience Assistant (Exhibitions)</b>                                                                             |
| Contract:        | <b>Permanent part time, 28 hours per week (Thu, Fri, Sat &amp; Mon)<br/>9.45am - 5.15pm with half hour lunch break unpaid</b> |
| Salary:          | <b>£19,637 per annum (full time equivalent £27,351)</b>                                                                       |
| Report to:       | <b>Exhibitions Manager</b>                                                                                                    |
| Responsible for: | <b>Not applicable</b>                                                                                                         |

We are looking for a friendly, passionate, and enthusiastic team player to join our Visitor Experience Assistant team.

As Visitor Experience Assistant (Exhibitions) you will deliver a vital role providing a first-class visitor experience to the Hub, whilst also assisting with the delivery of the Hub's nationally renowned exhibitions and events programme.

Candidates for the post will be creative and dynamic with excellent attention to detail. You will have brilliant administrative and organisational skills, be confident in communicating with a range of audiences, and enjoy working collaboratively in a busy environment.

The Hub strives for a diverse workforce with the very best employees. We are committed to creating an inclusive environment for everyone. We are always looking for people and voices that reflect our diverse communities and to help us work in new ways and become more relevant to the people and communities we serve. We particularly welcome and encourage applications from people with diverse backgrounds and life experiences, inclusive of all gender identities, disabilities, ethnic groups and those that practise different faiths and beliefs.



## Working Environment and Role Expectations

The VEA role involves working within a public-facing gallery environment. Applicants should be aware of the following typical working conditions:

- **Lone Working:** You will often work independently in the gallery space and must be comfortable working on your own for extended periods. The role requires a high level of self-motivation, responsibility, and initiative.
- **Proactive Visitor Engagement:** Unexpected school and group visits sometimes occur, requiring you to respond confidently. You should be comfortable engaging with individuals, small groups, and larger audiences, adapting your communication approach to create a welcoming experience for all.
- **Dynamic Priorities:** The gallery experiences fluctuating periods of activity. During quieter times, you will complete administrative and operational tasks. However, priorities can shift quickly; you must be prepared to pause tasks to assist visitors, manage group arrivals, or support colleagues.
- **Exhibition Changeovers and Practical Setup:** During changeover periods between exhibitions occasional hands-on physical work will be undertaken. You will assist with moving gallery furniture, painting walls, and support the installation of a wide range of artworks and equipment.
- **Changing Exhibition Environments:** The gallery environment changes with each exhibition. Lighting, sound, and atmosphere vary significantly; ranging from spotlighting and bright displays to low-level lighting, audio installations, projected films, and background noise.
- **Gallery Presence:** As the staff member responsible for the safety of artworks and visitors, the gallery cannot be left unattended during opening hours. Cover will be provided for breaks and emergencies.



## Responsibilities

- Be the first point of contact for all gallery-related enquiries and provide a high-quality service that enriches the visitor experience at the Hub.
- Maintain a good comprehensive knowledge of the Hub's programmes and exhibitions and proactively talk and engage with visitors, sharing your knowledge, enthusiasm and passion to up-sell events and artworks.
- Carry out daily gallery tasks including opening and closing procedures and invigilate the Gallery and Activity Hub to ensure the space and environment is safe, well presented and clean; that all artworks and exhibits are secure and all technical equipment is in good working order.
- Assist the Exhibitions Manager with researching, delivering and curating local, regional and national exhibitions, and support the installation of exhibitions including prepping and painting display furniture and walls; condition checking and documenting all artworks; hanging and installing artworks and interpretation; and setting up invigilation processes.
- Support exhibition administration including liaising with artists, issuing contracts, finance information, co-ordinating documentation, arranging the safe delivery and return of artworks; and maintaining an accurate inventory and stock of exhibition equipment, furniture and materials.
- Assist with monitoring and evaluating the Hub's creative programmes, including logging visitor feedback and using spreadsheets and online platforms to monitor and analyse participation and engagement of visitors and artists.
- Maintain up to date knowledge of fire, safety and evacuation procedures and help to facilitate the evacuation of the Hub in the event of an emergency, as directed by duty management.
- Under the guidance of the Duty Manager, resolve daily routine problems and issues that may hinder or damage a visitor's experience.
- Be present and alert during opening hours to ensure the health and safety and comfort of all visitors, reporting any problems to the Duty Manager.
- Undertake training and CPD as required in order to meet personal and business needs.



## Person Specification

You will have excellent customer service skills with experience of working in a public-facing role, preferably in a gallery, museum or cultural venue. You will be confident in engaging with audiences of all ages and backgrounds, and be organised and methodical in managing a busy and varied workload. A passion and interest in craft and design is essential.

The Job demands the following blend of knowledge, skills, experience and behaviour (all are essential, unless shown otherwise, and will be assessed by Application Form and / or Interview / Assessment):

### Skills

- Excellent customer service skills
- High standard of communication and interpersonal skills both oral and written
- Excellent time management
- Ability to work as part of a creative team and independently
- Aptitude for multi-tasking and prioritising to meet varying deadlines
- Attention to detail with good organisation and administrative skills

### Knowledge

- Knowledge of and interest in current trends and local/regional/national makers within the craft sector
- Knowledge of co-ordinating and administering events and/or exhibitions
- Good knowledge of Microsoft systems in particular Excel.

### Experience

- Experience of working in a public-facing environment either within a gallery, museum or cultural venue
- Delivering excellent customer service in a front facing role

### Other

- Passion and interest in creative arts
- Reliable and punctual
- Motivated with a flexible and adaptable approach
- Requirement to work flexibly to support event and activity programming

## Terms & Conditions

|                |                                                                                                                                                                              |
|----------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Workplace:     | <b>Hub, Navigation Wharf, Carre Street, Sleaford, NG34 7TW</b>                                                                                                               |
| Salary:        | <b>£19,637 per annum (full time equivalent £27,351)</b>                                                                                                                      |
| Core hours:    | <b>28 hours per week (Thu, Fri, Sat &amp; Mon)<br/>9.45am - 5.15pm with half hour lunch break unpaid</b>                                                                     |
| Contract:      | <b>Permanent part-time</b>                                                                                                                                                   |
| Annual leave:  | <b>173.6 hours, increasing to 201.6 hours after five years' continuous service. This entitlement includes all bank holidays and has been pro-rata'd for a part time role</b> |
| Notice period: | <b>8 weeks</b>                                                                                                                                                               |
| Benefits:      | <b>Workplace pension scheme; opportunity to join GLL's Society which brings other benefits including discounted gym membership; discounts in the Hub Shop and CafeBar</b>    |

## How to Apply

[Click on this link to submit your application online.](#)

Please read the Application Pack very carefully. Your application will be assessed on the job demands and person specification.

Please send one document including a covering letter (maximum 2 sides of A4) outlining your suitability and motivation for the role and what being Visitor Experience Assistant at the Hub means to you. Please also include an up-to-date CV.

You can only upload ONE document to the portal, so please combine both documents together before uploading.

We welcome applications from all backgrounds. If you require any reasonable adjustments to the role, working environment, or application process due to a disability or health condition, please let us know.

**Closing Date: 9am, Mon 12 October 2026**

Interviews will take place the Hub week commencing **27 October 2026**.

Please note: Applications will be reviewed on a rolling basis and the Hub reserves the right to end the selection process before the application deadline. You are encouraged to submit your application early to avoid disappointment.

For an informal conversation regarding the post, please contact Joshua Lockwood on **01529 308710** or email [joshua@hub-sleaford.org.uk](mailto:joshua@hub-sleaford.org.uk)



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