



Role and Person Specification

VISITOR EXPERIENCE ASSISTANT (EXHIBITIONS)

Permanent: 28 hours per week

£18,717.25 per annum

1. Role Summary

To positively engage with all visitors and provide excellent customer service, offering knowledgeable information about the Hub and its creative programmes.

To co-ordinate the daily operation of the galleries and assist with the development and delivery of the Hub's exhibitions and events programmes.

2. Responsible to:

- Visitor Experience and Operations Manager

3. Responsible for:

- Not applicable

4. Responsibilities

- To be the first point of contact for all gallery-related enquiries and support 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.
- Encourage visitors to complete audience surveys and share their feedback on their experience.
- Carry out daily gallery tasks including opening and closing procedures; invigilating 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.
- Research and source new local, regional and national artists for selection by the team, and curate and deliver themed stairwell and ground floor exhibitions, as directed by the Exhibitions Manager.
- Supporting the Hub's Exhibitions Manager with exhibition administration including liaising with artists, issuing contracts, co-ordinating documentation, arranging the safe delivery and return of artworks, and preparing for gallery changeovers.
- Support the installation of each exhibition 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.

- Work with the wider team to maintain an accurate inventory and stock of exhibition equipment, furniture and materials.
- Prepare and deliver talks and tours of the exhibitions to visiting schools and groups.
- Assist with monitoring and evaluating the Hub's creative programmes, including logging visitor feedback, using spreadsheets and online platforms to monitor and analyse participation and engagement of visitors and artists.
- Work with the marketing team to support social media campaigns.
- 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 Visitor Experience & Operations 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.
- Undertake any other duties consistent with the role and as requested by management.

5. 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):

5.1. Skills

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

5.2. 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.

5.3. 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

5.4. Other

- Reliable and punctual
- Motivated with a flexible and adaptable approach
- Requirement to work flexibly to support event and activity programming

The Hub is owned and funded by North Kesteven District Council and is a National Portfolio Organisation of Arts Council England. The Centre is operated by Better who is part of GLL; a charitable social enterprise and the UK's largest public leisure operator.

The Hub is a real living wage employer.



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