

JOB DESCRIPTION

JOB TITLE	Casual Visitor Assistant
RESPONSIBLE TO	Visitor Experience Manager/Visitor Experience Supervisors
RESPONSIBLE FOR	Supporting Visitor Experience Volunteers

1 JOB PURPOSE

As a Casual Visitor Assistant, you will deliver excellent customer service to our wide range of visitors, sharing your knowledge of our offer and inspiring them to return.

You will be required to welcome visitors into the gallery, provide interpretation for our exhibitions, support events, promote our offer and ensure the safety of our visitors and the security of our building and collections.

You will be responsible for proactively upselling exhibition tickets (including Gift Aid), our membership scheme, events and relevant merchandise such as guidebooks and exhibition catalogues.

2 KEY RESPONSIBILITIES AND RESULTS

- Provide a warm welcome to all visitors to the gallery including booked and non-booked groups.
- Engage positively with visitors and support their enjoyment of the gallery to ensure that they enjoy an excellent experience and are inspired to return.
- Interpret the exhibitions to a wide audience, adapting your communication style as appropriate.
- Proactively generate income for the gallery through upselling tickets, membership and merchandise.
- Actively promote the wider visitor offer including our shop, café and events programme.
- Actively promote giving through donations and the benefits of THW membership to visitors, contributing to team targets.

- Process event bookings and ticket sales efficiently and ensure that accurate records are kept.
- Operate the till and credit card machines ensuring all transactions are carried out accurately at all times.
- Take a proactive approach to dealing with problems as they arise and ensure that the Duty Manager is informed.
- Maintain up to date knowledge about the visitor offer.
- Maintain high standards of presentation throughout the gallery.
- Remain vigilant at all times to prevent damage to, or loss of, artworks and gallery property and to ensure a safe and enjoyable environment for all visitors.
- Maintain a thorough and practical knowledge of emergency procedures, and health and safety requirements, assisting in emergency situations when required.
- Attend relevant training to ensure duties are carried out to a high standard.
- Attend relevant meetings, such as team meetings, curatorial talks and exhibition briefings.
- Assist in supporting gallery volunteers to ensure that they have an enjoyable and rewarding experience.
- Have a smart, tidy and professional appearance.

3 ADDITIONAL INFORMATION

We are committed to improving diversity within our organisation and we expect all our employees to share this commitment and help us to achieve these goals.

All staff must carry out all duties in accordance with our policies and procedures.

4 KNOWLEDGE, SKILLS AND EXPERIENCE

	ESSENTIAL	DESIRABLE
KNOWLEDGE		
Genuine interest and knowledge of the work of The Hepworth Wakefield.	X	
Interest in and willingness to learn about the collections, exhibitions and artists.	X	
SKILLS		
Strong written and verbal communication skills.	X	

Good people skills, enabling good working relationships with those in your team and across the organisation.	X	
Able to work well under pressure maintaining a cool, efficient and professional demeanour.		
Proven self-motivator.	X	
Well organised and able to follow work routines with minimal supervision.	X	
A team player, able to work flexibly, positively and creatively.	X	
Reliable and trustworthy.	X	
Committed to providing a high level of customer care.	X	
Good IT skills (Microsoft Office). Interest in social media.	X	
A commitment to diversity & equality in the workplace.	X	
EXPERIENCE		
Proven track record of delivering against measurable sales targets.		X
Working with EPOS system, including cash handling and electronic payment techniques.		X
Customer service experience, working with the public in a face-to-face role in a relevant environment.	X	
Numerate with experience of basic record keeping and cash handling.		X

5 BASIC TERMS AND CONDITIONS

- This is a casual role with shifts offered as and when available, with many shifts taking place during weekends and evenings.
- The hourly rate is £12.60.
- The place of work is The Hepworth Wakefield, Gallery Walk, Wakefield, WF1 5AW.
- New employees meeting the criteria will be auto enrolled into a pension scheme run by Royal London, including an employer contribution of up to 6%.
- Staff discount in the shop and café.