

Job Description

Role: Visitor Services Assistant

Responsible to: Head of Visitor Services

Responsible for: Assisting Volunteers

Purpose of the Role

The Visitor Services Assistant will provide a welcoming, safe and accessible service and have the flexibility to work across all Arnolfini's front facing functions including Shop, Welcome Desk, Internal & External Public Programming activities, and commercial hires.

The Visitor Services Assistant will support the day-to-day running of the visitor offer. You will ensure our safeguarding policy and health and safety policy and guidelines are followed across all Arnolfini's public spaces.

Key Responsibilities

Visitor Experience & Customer Care

- Providing an exceptional standard of customer service by proactively engaging with visitors of the building to enhance their experience.
- Provide additional support to visitors with specific needs as required.
- To respond to enquiries, answer questions and direct visitors as appropriate in a polite and professional manner.
- To promptly and professionally resolve any visitor comments or complaints or to escalate appropriately.
- Ensure exceptional presentation of public areas.
- To support and actively participate in and contribute towards visitor enjoyment and understanding of our exhibitions and installations through informal communication with visitors.
- Delivery of programmed interpretative sessions for visitors such as short talks or guided tours.
- To assist with school visits, including welcome, orientation and troubleshooting for schools.
- To assist with the setup and close down of event and room bookings and supporting the guests.

Security & Safety support

- To play an active role in the evacuation of visitors and staff from the building in an emergency and to be fully up-to-date with Arnolfini's emergency procedures.
- To report any maintenance issues to ensure we are responding to and resolving issues which effect the public offer.
- To work with other Arnolfini staff to ensure the safety and security of the building and maintain a secure and safe environment for visitors.

- To be present and vigilant, to ensure the health and safety and comfort of visitors including identifying any potential safety and security issues.

Income generation support

- To work flexibly and support a number of income generating functions – including Shop, Welcome Desk and other sales points, accounting for taking income from sales in line with financial regulations.
- Promoting the Café/bar, programming and venue hire offer.
- To support the implementation of the visitor giving strategy, by actively seeking donations from visitors.

The job description sets out the key outcomes required. It does not specify in detail the activities required to achieve these outcomes.

Personal Specification

Essential

- Flexible and resilient approach to working.
- Can demonstrate experience of front of house and customer service
- Is able to assist all visitors in a helpful, friendly, courteous and confident manner
- Can respond to conflicting live priorities and delegate where necessary
- Is practical with a hands-on approach
- Has the ability to stay calm under pressure and solve problems.
- Is able to work as part of a team in a supportive and cooperative manner.
- Ability to communicate effectively with colleagues, visitors and diverse audiences, both verbally and in writing.
- Understanding of the role of galleries in engaging with diverse audiences and demonstrable understanding and commitment to equalities issues and their implementation in a cultural context.
- Willingness to undertake any necessary training to fulfil the role.
- Have a working knowledge of Microsoft Office applications or equivalent including the following: Outlook, Word, Excel, Internet Explorer, and have a willingness to learn new applications and technology as appropriate.

Desirable

- First Aid Certified