

# ARNOLFINI

EST. 1961

## JOB DESCRIPTION

**Role: Casual Visitor Services Assistant**  
**Responsible to: Visitor Services Manager**  
**Variable hours paid at £11.50 an hour**

## PURPOSE OF THE ROLE

The Visitor Services Assistant will provide a welcoming and engaging experience, ensuring that our visitors always have a safe and enjoyable visit.

You will deliver visitor engagement activities; these take form of workshops, short talks or providing information in the gallery.

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

- Provide a consistent and exceptional standard of customer service by proactively engaging with visitors of the building to enhance their experience and make the most of their visit.
- 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 queries or feedback taking appropriate action to resolve or escalate as appropriate.
- Maintain high presentation standards in the gallery areas within which you are working.
- To keep up to date with current exhibition information and daily events in the gallery and look for opportunities to share this with our visitors.
- Provide the 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 of workshops and events.

## **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.
- Proactively identify and report any maintenance issues as they arise to ensure we are responding to and resolving issues which effect the public offer.
- Provide invigilation cover across the galleries and Welcome Desk areas.
- 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 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.

## **PERSON SPECIFICATION**

Role Specific Competencies:

### 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