

# ARNOLFINI

EST. 1961

## JOB DESCRIPTION

**Role: Casual Visitor Services Assistant**  
**Responsible to: Visitor Services Manager**  
**Variable hours paid at £12.21 an hour**

## PURPOSE OF THE ROLE

The Visitor Services Assistant will play a key role in providing a warm, welcoming, and engaging experience for all visitors, ensuring their time with us is both safe and enjoyable.

You will deliver a range of visitor engagement activities, including workshops, short talks, and the provision of information within the gallery.

You will also be responsible for ensuring compliance with Arnolfini's safeguarding and health and safety policies across all 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 with a brief introduction to our exhibitions, orientation and troubleshooting where needed.
- To assist with the setup and close of workshops and programmed events.
- Collect visitor feedback using handheld iPad or paper forms to support the ongoing

improvements to the gallery experience.

### **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 The Welcome Desk and other sales points – accounting for income from sales in line with financial regulations.
- Promote the gallery's café/bar, programmed events, and bookshop to maximise visitor engagement and support income generation initiatives.
- To support the implementation of the visitor giving strategy by actively seeking donations from visitors and check that donation points are working when patrolling an area.

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**

- Passionate about offering outstanding customer care and visitor engagement in a busy gallery environment.
- Willingness to expand knowledge of Arnolfini's exhibitions and programmed activities.
- Flexible, positive and resilient approach to working.
- Demonstrable experience of front-of-house and customer service.

- Able to assist all visitors in a helpful, friendly, courteous, and confident manner.
- Can respond to conflicting live priorities and delegate where necessary.
- Practical, with a hands-on approach.
- Able to remain calm under pressure and solve problems.
- Able to work as part of a team in a supportive and cooperative manner.
- Effective communication skills with colleagues, visitors, and diverse audiences, both verbally and in writing.
- Understanding of the role of galleries in engaging with diverse audiences, with a demonstrable understanding of and commitment to equality issues and their implementation in a cultural context.
- Willingness to undertake any necessary training to fulfil the role.
- Working knowledge of Microsoft Office applications (or equivalent), including Outlook, Word, Excel, and Internet Explorer, with a willingness to learn new applications and technologies as appropriate.

**Desirable**

- First Aid Certified