

PART TIME VISITOR AMBASSADORS

THREE ROLES: 15 -23 HOURS PER WEEK

Employment terms: one-year fixed term contract

Salary: £10.85 per hour; option to join pension scheme after three months service.

Overview

We are looking for three motivated, friendly and practical people to form our new Visitor Ambassador team and become the public face of Autograph, at Rivington Place, in the heart of Shoreditch. We are proud to be based in the London borough of Hackney and to serve so many local residents – more than one third of our annual visitors live, work or study near our gallery.

We have three roles to fill: one 15 hour role; one 21 hour role and one 23 hour role. All three positions will involve some evening and weekend working on a rostered basis.

You will be the first point of contact for all visitors to our award-winning building.

You will need to like meeting, greeting and helping all kinds of people who are interested in contemporary art - as thousands of visitors come to explore the themes and ideas we share through our gallery exhibitions, talks and events every year.

We want to make sure we offer all of them a warm welcome and a safe space and with your help to find out what they thought of their visit.

You will need to be equally comfortable helping our tenants and their business clients who will also look to you as their first point of contact whether that's dealing with an air conditioning problem or managing a delivery.

You don't have to have worked in a gallery or arts space before to apply for these roles; what you do need is an interest in art, some experience in helping and serving people in any retail, hospitality, leisure or office environment, good IT skills, willingness to learn and be trained in some tasks, and an attitude which is positive. You need to be resourceful, to want to work for an organisation very committed to high standards of service, to learning and comfortable being part of a small professional team.

Applicants need to be over 18 as they may occasionally need to help with events licenced to serve alcohol.

You will need an Enhanced Disclosure & Barring Service certificate to undertake this role.

Application Pack

This pack includes the following information:

- Introduction to Autograph & Rivington Place
- Role Description and Person Specification (Skills & Attributes)
- How to Apply
- Statement on Equal Opportunities
- Application Form
- Equal Opportunities Monitoring Form
- Criminal record declaration form

Timetable

- **Deadline for applications: Friday 30 April 2021 by Midday.** Unfortunately, we can't consider applications received after that time.
- **Interviews will be held on Tuesday 18 May 2021 at Rivington Place.**
- **Starting date: 1 June 2021 for induction training and rosters to be agreed**
- **Do use our application form to apply for this role;** If you just send a CV as we won't be able to consider it.
- You can book to join one of two 45 minute webinar sessions we are running online on the following dates Monday 19 April 2021 4-4:45pm and Thursday 22 April 2021 11-11:45am. If you would like to go on an informal camera phone tour of our building building meet some current staff and to ask us questions about the role then follow this link to book a free ticket: <https://www.eventbrite.co.uk/e/webinar-visitor-ambassador-role-tickets-150030235473>

Introduction to Autograph & Rivington Place

Who we are and what we do

Autograph is a visual arts charity based in an award- winning building called Rivington Place, designed by architect Sir David Adjaye. We are in Shoreditch in Hackney. Rivington Place has two public galleries, plus education spaces used by schools, colleges and community groups, a store for our photography collection and a back yard which we occasionally use for events. It provides a home for our free photography exhibitions which explore race, identity, representation, human rights and social justice. We also organise events like film screenings, talks and gallery tours and run creative workshops for people of all ages. Our building also has seven office spaces which we let to tenants who are small companies or charities like us. There are about 50 people working in these seven offices. The rent we earn from our tenants helps towards the costs of running our arts activities.

Our opening hours

Autograph's galleries are usually open 5 days per week from Tuesday to Saturday. All tenants can directly access their offices on a self-service basis 24 hours, 7 days per week, 365 days per year (this includes Autograph staff).

However, as we start to welcome the public back after a year of closure due to Covid-19 we will be open to the public four days per week Wednesday – Saturday from June until October 2021. At this point we will review how busy we have been over the summer and increase our opening hours if necessary.

Looking after Rivington Place

To make sure Rivington Place runs smoothly, and that we look after everyone who works in it, as well as visits it, Autograph has a separate company called Sense of Place Ltd (SOP). SOP is responsible for managing our building, all the tenants, and providing the services needed, while Autograph gets on with making the exhibitions and all the other public activities happen. SOP employs the team of people who help to make our building run smoothly day to day and help everyone visiting Rivington Place to enjoy the things that Autograph offers. This team are our Visitor Ambassadors.

What Visitor Ambassadors Do

A Visitor Ambassador is the first person anyone visiting Rivington Place will meet.

Each year, around 40,000 people come to the galleries and education spaces, while another 10,000 or so people will come and go from the office spaces as workers or visitors.

A very important part of this role is helping every visitor - whether they are coming to see our exhibitions or visiting an office tenant in our building - by welcoming them, answering their questions and giving them general information and advice if they need it. Friendly, helpful courteous and efficient service is essential to making sure that everyone who comes through our door has a good experience, whatever their need and whoever they are. For example, it's very important to us that we make sure disabled visitors get any assistance they ask for as a priority.

Visitor Ambassadors also spend time looking after the artworks in the galleries during opening times and talking to visitors. They also help Autograph to find out what visitors thought of their experience, through asking them to fill in a survey.

Beyond this there are lots of other tasks that need to be carried out daily to help ensure that we provide a safe, welcoming, healthy environment for everyone in the building. Visitor Ambassadors work very closely with our General Manager Adrian Eaves, who leads our whole Front of House operation. The full range of tasks are listed in the Role Description.

Opening Hours

The hours our Visitor Ambassadors work are phased across each week using a rota.

Rivington Place is open for business from 09:00-18:00 on Monday, Tuesday, Wednesday and Friday; 09:00-21:00 on Thursday; and from 11:00 to 18:00 on Saturday and during those times we need to have Visitor Ambassadors in place. As well as working set hours weekly, occasionally Visitor Ambassadors may be asked to work flexible or additional hours to cover events or to stand in for a fellow team member during holidays or for other reasons.

ROLE DESCRIPTION

This section describes all the tasks a Visitor Ambassador carries out

1. Providing face to face service to the public

- Act as a first point of contact for all our visitors, and in particular support Autograph to deliver its public offer. Welcome visitors to the galleries in a friendly and open way at all times.
- Serve and assist all visitors at the reception desk, in galleries, foyer spaces, events and learning spaces and in any other publicly accessible parts of the building.
- Deliver short gallery tours and discuss the exhibitions and art works with visitors.
- Book and sell tickets for public events and carry out accurate ticket checking at exhibition entrances using mobile devices.
- Explain to visitors for exhibitions and events the retail offers available from Autograph, sell merchandise and encourage visitors to make donations to support the charity's work.
- Assist with the management of crowded areas and queues, following the General Manager's guidance on how to communicate effectively with large numbers of people.
- Support the collection of gallery and event visitor surveys and feedback.
- Monitor any operational, safety or security issues that could affect the public spaces of the building, responding positively to these issues with visitors; reporting them to the General Manager.
- Act as required to ensure the building's Emergency Procedures are followed: for example if there is a fire alarm.

2. Supporting Administration

- Undertake administration duties to support our services to the public including updating membership accounts, handling group or individual bookings and responding to general visitor enquiries received by phone and email.

- Assist the General Manager to ensure there is an efficient up-to-date rota in place for Front of House cover, including booking cover for holidays, sickness and absence and lunchbreaks where necessary.
- Communicate and assist tenants in the building e.g. notifying about deliveries, temporary changes to opening hours, planned maintenance in their office area etc. Carry out any other administrative tasks required to help make the building function efficiently. This could include arranging and coordinating meetings and events, preparing exhibition packs, managing room bookings, catering and equipment.

3. Assisting with Building Maintenance

- Liaise with the General Manager to coordinate responses to repair and maintenance issues that arise in the building.
- Assist with essential services such as cleaning, waste disposal and recycling, ensuring the public areas are clean and tidy.
- Oversee the booking systems, keeping an overview of bookings and ensuring public areas are fully functioning, clean and tidy and ready for use.
- Provide support to events and meetings by setting out AV, furniture, catering and equipment.

4. Ensuring Health and Safety

- Work with the General Manager to ensure that all Health and Safety regulations are met and that high standards are maintained throughout the building.
- Understand and be responsible for emergency and health and safety procedures.
- Act as a fire warden and first aider, recording incidents and lessons learnt.
- Carry out regular risk assessments and regular health and safety checks in public areas

PERSON SPECIFICATION

This section describes the skills & attributes we need in our team

All Visitor Ambassadors need to be interested in contemporary art, and willing to learn about and talk generally about the artists and artworks Autograph presents to the public. Below is the list of the skills and attributes Team Members need to have. These list attitudinal qualities we are looking for, as well as what you can do practically.

Essential Skills & Attributes

- Excellent customer service experience gained from working in any public-facing environment
- An effective team player who can demonstrate initiative and support others in a busy environment.
- Experience of using software on mobile / point of sale devices, or other forms of computer hardware in a work environment.
- Experience of using email, word and excel files, and organising and filing information securely on computer systems. Good Microsoft Outlook, Word and Excel.
- Experience of organising tasks and working time effectively to achieve goals on time
- Able to set priorities and work without constant supervision.
- Able to manage several different issues or needs which occur simultaneously.
- Pro-active and flexible.
- A confident, friendly and problem-solving attitude, especially in front of large groups of people and in situations which may involve managing multiple priorities for a short time.

- A positive and collaborative team player, able to support, respect and encourage colleagues to provide the best experience for all audiences.
- Committed to making sure everyone who visits feels equally welcome and receives the same standard of care and service regardless of their colour, age, religion, sex, or disability and a passion for exceeding visitor expectations, to go beyond core duties to ensure an excellent experience and achieve this culture in others.
- Interested in the visual arts and willingness to learn about the artworks in the gallery exhibitions, the issues they explore and to engage with questions from exhibition visitors
- Able to communicate confidently and accurately in English through various methods including person-to-person, in a team, in writing and by email and telephone.
- Able to pay attention to detail and always provide a consistent level of service.
- Able to engage positively with other staff at all levels
- Smart and presentable at all times.
- Calm under pressure.
- Willing to go the extra mile and work extra hours when required.
- Able to lift and move furniture and equipment.

Training to be offered: subject to need

- Using and administering ticketing systems.
- Managing retail sales – using point of sale device, issuing receipts etc.
- Health and Safety, security, accessibility and licencing procedures.
- First Aid, Fire Safety and Moving and Handling training; Risk Management

EQUALITY & DIVERSITY

Sense of Place Limited is committed to providing equal opportunities for all and applies equal opportunity processes to all recruitment. Our policies aim to ensure that no potential or actual employee receives more or less favourable treatment on the grounds of race, colour, ethnic or national origins, marital status, sex, sexual orientation, disability, religious beliefs or age. We recognise the contribution that ex-offenders can make as employees and volunteers. Applications are welcomed from all sections of the community. Appointments are made on merit. If you need the application pack in an alternative format (e.g. as large print) please contact adrian@rivingtonplace.org

HOW TO APPLY

Please complete the **Application Form**, the **Equal Opportunities Monitoring Form** and the **Criminal Record Disclosure Form**. Read the list of tasks and the skills and attributes section carefully as preparation for filling in the application form. **You must use our application form to apply for this role; please don't just send a CV - as we won't be able to consider it.**

Send all three forms to adrian@rivingtonplace.org

We are not able to accept applications sent by post currently due to Covid19.

Closing date for applications: Midday Friday 30 April 2021

Interview date Tuesday 18 May 2021 (dates may have to be changed subject to any Covid-19 restrictions).

Start date Tuesday 1 June 2021 for all three roles to provide an induction and arrange rotas.

WHAT HAPPENS NEXT

We will review your applications against the role description and the essential skills and attributes listed in this application pack and then invite a shortlist of candidates to meet and talk with us at an interview.

Where will interviews be held?

Interviews will be held at Rivington Place, which has full disabled access. If you have a disability and need any adjustments to be made in order for you to participate in the selection process, please let us know as soon as you are invited to an interview so that we can accommodate your needs. We will interview everyone shortlisted in person over one day and make a decision within one week of interviewing.

Documents we will need to see and checks needed - if you are successful

Any employee or service provider to Sense of Place Ltd needs to provide satisfactory references. Additionally, under the Asylum and Immigration Act, we are required to check that anyone providing services to us has the legal right to work in the UK.

All successful applicants will, therefore, be asked to provide us with documentary evidence to support their entitlement to work in the UK prior to taking up employment.

Where a role is exempt from the Rehabilitation of Offenders Act 1974, applications to the Disclosure and Barring Service for criminal record checks at the appropriate level will be submitted, in the event of the role being offered. The Visitor Ambassador Role is exempt, therefore a check at Enhanced Level will be required.

Data Protection

Information provided by you as part of your application will be used in the recruitment process. Any data about you will be held securely with access restricted to those involved in dealing with your application and in the recruitment process. Once this process is completed the data relating to unsuccessful applicants will be stored for a maximum of 12 months and then destroyed. If you are the successful candidate, your application form will be retained. Information provided by you on the equal opportunities monitoring form will be used to monitor the effectiveness of Sense of Place Ltd's equal opportunities policy and practices. By signing and submitting your completed application form you are giving your consent to your data being stored and processed for the purposes of the recruitment process, equal opportunities monitoring and your personnel record if you are the successful candidate.

To find out more about Rivington Place and Autograph's activity please visit autograph-abp.co.uk

**Rivington
Place** — **Art, debate
& diversity**

