



Sense of Place Limited

AUT  GRAPH

**Receptionist
Job Pack**

Hello!

Thank you for your interest in joining the team at Autograph / Rivington Place. In this job pack, you'll find information about: who we are and what Autograph does, the Receptionist role, and what we're looking for in an applicant.

Here's some helpful links

- [Autograph's website](#)
- [Webpage for the role, including links to the application forms in Word format](#)

Autograph strives to be an inclusive place where we can all be ourselves. We particularly encourage responses to this opportunity from applicants who are underrepresented in the arts and cultural sector. Have any questions about the application process, or need this application pack in a format that's more accessible for you? We're here to help, get in touch at adrian@rivingtonplace.org

What's in this application pack

About the role

Introduction to Autograph and Rivington Place

Role description and person specification

How to apply

Equality and diversity

Data protection

The deadline to apply is 5pm (GMT) on 5 February 2025.

About the role

We are looking for motivated, friendly, and practical person to provide reception services and become the public face of Autograph, at Rivington Place, in the heart of Shoreditch.

You will be the first point of contact for all visitors to Rivington Place.

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.

Other capabilities we are looking for include 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 from its audiences and comfortable being part of a small professional team.



Introduction to Autograph and Rivington Place

Who we are and what we do

Autograph is a visual arts charity based in a building called Rivington Place. 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 five office spaces which we let to tenants who are small companies or charities like us. The rent we earn from our tenants helps towards the costs of running our arts activities.

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.



Role description

Post: Receptionist

Hours: 3 days per week, Wednesday to Friday 9am – 6pm

Salary: £15 per hour

Location of work: Rivington Place, Rivington Street, London EC2A

Probation: Three months

Period of Notice: Three months on successful completion of the probationary period

Benefits: Contributory pension scheme; 20 days annual leave and bank holidays pro rata. Discretionary additional leave at Christmas; training and professional development; season ticket interest free loan scheme; bicycle loan scheme.

Reports to: General Manager, Sense of Place Ltd

Works closely with: Group Ops Manager, Autograph

Purpose of post

With the General Manager SOP Ltd: deliver an efficient and effective front of house operation, ensuring the safety of the public, staff and tenants and a welcoming environment to promote high quality visitor experience.

Duties

Front of House

- Act as a first point of contact for all our visitors and tenants, and in particular support Autograph to deliver its public offer. Welcome visitors to the galleries in a friendly and open way at all times.
- Ensuring a high standard of customer care in the provision of a reception service for the whole of RP and ensuring reception area is presentable at all times.
- Completing opening and closing routine for the building. Assisting GM/OM to ensure the overall security of the site and completing daily building checks.
- Dealing with incoming telephone and visitors enquiries and managing the info email addresses for Rivington Place.
- Receiving incoming deliveries of equipment and post and liaising with the appropriate members of staff for the delivery of the items around the building.
- Using and maintaining the room booking system and diary of events, including checking hires forms and risk assessments have been completed and filed.
- Assisting Visitor Ambassadors /casual staff and updating rosters on behalf of the GM.
- Selling books available at reception.

- Supporting data collection (e.g. collection of visitor data).
- Assisting in the preparation of the Education studio for hires.
- Providing occasional cover on Saturdays when required (e.g. to address sickness or planned holidays in other staff).

Building Operations

- Liaise with the maintenance contractor SCOMAC and other key contractors when on site and informing GM/OM.
- Respond appropriately to emergencies or urgent issues as they arise; identify hazards and report to GM/OM for direction.
- Work with the General Manager to ensure that all Health and Safety and emergency regulations and procedures are met and that high standards are maintained throughout the building.

Person specification

1. Excellent customer service experience gained from working in any public-facing environment.
2. Clear and effective communication skills including good telephone manner.
3. Excellent written and verbal communication and problem-solving skills.
4. Practical knowledge of audience/customer data collection and data analysis (training in our system will be supplied).
5. Excellent IT skills (MS Office and databases).
6. Commitment to equal opportunities and a proactive attitude to fostering a culture of inclusivity.
7. 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.
8. 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.
9. Able to pay attention to detail and always provide a consistent level of service.

Personal attributes

- Understanding of and empathy for the values driving charitable organisations.
- Interested and curious about issue-led arts and cultural activity.
- Commitment to including everybody, and making Autograph's work accessible to a wide range of audiences.
- Resourceful and flexible thinker who is realistic when problem solving.
- 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.
- An effective team player who can demonstrate initiative and support others in a busy environment.
- Smart and presentable at all times.
- Calm under pressure.



How to apply

There are three forms to fill in to apply for this role, click the links below to download:

- 1) [Application form](#)
- 2) [Equal opportunities form](#)
- 3) [Criminal record declaration form](#)

Please complete all three forms. 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.

Email the completed forms to adrian@rivingtonplace.org by **5pm (GMT) on 5 February 2025**. The subject line for the email should be **Receptionist**.

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

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 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 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.

Equality and 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.

Interviews and accessibility

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. For more information about visiting Autograph, and accessibility at our building, [click here](#).

Right to work

All offers of placements at Autograph are made subject to receipt of satisfactory references. Additionally, under the Asylum and Immigration Act, we are required to check that anyone taking up employment with 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.





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.