



## Job description

<b>Job title</b>	Visitor Assistant
<b>Department</b>	Visitor Experience
<b>Contract</b>	Casual
<b>Hours</b>	Ad hoc
<b>Salary</b>	£10.97 per hour
<b>Location</b>	Tate Liverpool, Royal Albert Dock
<b>Reporting to</b>	Visitor Experience Managers

## Background

Tate's vision is to serve as artistically adventurous and culturally inclusive art museums for the UK and the world. We deliver this through activities in our four galleries across the UK (Tate Liverpool, Tate St Ives, Tate Britain and Tate Modern), our digital platforms and collaborations with our national and international partners. At the heart of Tate is our collection of art, which includes British art from the 16th century to the present day, and international modern art from 1900 to the present day.

You can find further information about Tate on our website: [www.tate.org.uk](http://www.tate.org.uk)

## About the role

The purpose of the role is to welcome visitors to the galleries, helping them to enjoy their experience of Tate and make the most of their visit.

Our Visitor Engagement Assistants are passionate about delivering exceptional customer service and engage people with some of the world's most innovative and memorable art experience.

## About your team

The Visitor Experience team at Tate Liverpool works to support the gallery's ambition to drive reach, revenue and reputation for Tate. We seek to grow and diversify audiences; generate income to support Tate's work and create inspiring and engaging experiences for everyone who visits. We put visitors at the heart of what we do and strive to create an experience where everyone who visits can fully engage with the art, feels that Tate is a place for them, encounters inspiring and knowledgeable staff, and are further inspired to participate, join, support and donate.

# What you will do

## Engage our visitors

- Meet and greet visitors – scanning tickets, offering direction and advice about how best to enjoy their visit.
- Welcome groups to the gallery ensuring they are aware of how to operate within our building.
- Be present in the galleries as the public face of Tate and look for opportunities to actively engage visitors, enabling them to get the most out of their visit. Provide welcoming, engaging and personalized conversations with our visitors and members across all channels and positions at Tate Liverpool. Develop knowledge of Tate's Displays and Exhibitions and communicate this effectively to a diverse range of audiences. Be generous in sharing your knowledge and recommending opportunities for further information/research if appropriate.
- Keep up to date with daily events in the galleries and general tourist information. Actively seek out Tate-related content, gaining knowledge to act as ambassadors for our galleries, products, accessibility, events and policies.
- Work with colleagues to devise and deliver visitor engagement activities as agreed with Visitor Experience Managers; these take the form of talks, tours or providing structured information in the gallery.
- Ensure visitors always have a safe and enjoyable visit and demonstrating an empathetic understanding of visitor's needs. Undertake invigilation duties in fixed, patrolling, and external positions at Tate Liverpool, ensuring that all visitors and works of art are safe and secure.
- Maintain high presentation standards in the gallery, calling on cleaning support, or Duty Management when required.
- Support visitor engagement initiatives, including working outside our building, upselling talks, distributing materials for activities across the galleries and event spaces.
- Upsell the benefits of Tate Membership, Tate Collective, promote donations and audio-guides as appropriate within the gallery.
- Act as the first point of contact for in person visitor queries and feedback, taking appropriate action to resolve or escalate as appropriate
- Support and mentor Tate Volunteers in host and guide roles – providing expert service support when needed
- Champion the voice of our visitors and members, feeding back ideas, improvements and comments.
- Apply knowledge of Tate's Displays and Exhibitions and communicate this effectively to the team through research and gallery folders.
- Assist and improve Access provisions.

## **Keep our visitors safe**

- Manage the flow of visitors across the site, working with colleagues and managers to minimise queues and ensure a safe and enjoyable experience.
- Pro-actively identify and report any safety and safeguarding concerns to your Line Manager.
- Provide invigilation cover across the galleries and other public areas, safeguarding art from accidental or intentional damage.
- Assist in the actions taken during major incidents and emergencies.
- Be aware of display items that need special care (i.e. vulnerable exhibits, exhibits with restricted access) and communicate and share this with visitors.
- Support and implement gallery rules and regulations as and when required in a polite and professional manner.
- Assist in the clearance of Tate Liverpool at closing times and during evacuation procedures.
- Complete routine patrols and check sheets within the galleries as part of a changing daily rota.

## **Playing to our strengths**

- All Visitor Engagement Assistants will be expected to engage our visitors, support the welcome for groups, visitor engagement activities, the volunteer programme, and any family or learning activities as they arise.

## **What you will bring to the team**

- Experience in a customer facing role, ideally in a gallery or setting.
- Include previous experience or aptitude for clerical systems
- Passionate about offering outstanding customer care and visitor engagement in a busy gallery environment.
- Excellent communication and interpersonal skills. Demonstrating the ability to talk to a wide range of people, engaging with them about Tate's exhibitions and activities.
- Confident working in a fast-paced, busy visitor environment, dealing with rapidly changing exhibition programmes and large numbers of people.
- A strong team player with the ability to build good working relationships with team colleagues across departments to ensure the best possible customer care is delivered, with an empathetic and proactive approach.
- Able to work independently using own initiative showing a proactive, positive, and flexible approach to work.
- Ability to work under pressure, using own initiative to identify problems, prioritise and find solutions.
- Able to deal calmly and confidently with demands from the public, including dealing with difficult situations.
- Willingness to develop knowledge of Tate's collection, exhibitions, and activities.
- Demonstrate a commitment to the work and people of Tate.

- An understanding of the principles of equality and diversity in relation to visitors' needs and an inclusive and welcoming approach to all visitors.

### **Desirable**

- Knowledge of another language, including British Sign Language.
- Experience of using box office and ticketing systems
- Interest in galleries, museums, cultural or heritage activities.
- Interest in art.

## **Terms of Engagement- Casual Appointments**

- The purpose of this role is to provide flexible cover as required and therefore working hours will vary. Casual workers may be offered work on any day of the week including Saturdays, Sundays and Bank Holidays. There will also be the opportunity to work evening events. Successful applicants will be able to provide regular availability- typically 3 days a month. The services provided in this role to Tate are on an ad hoc and casual basis. This means that while we will try to give as much notice as possible when offering work, we are under no obligation to provide such work, nor are casual workers under any obligation to accept the work.
- You will be paid an hourly rate of £10.97 per hour
- Casual workers are entitled to paid holiday in accordance with the Working Time Directive Regulations. Entitlement is for 5.6 weeks' paid holiday each year and actual entitlement will be calculated on a pro-rated basis according to the number of hours worked
- Casual appointments will be auto enrolled into the NEST pension scheme should they meet the qualifying earnings and age criteria. More information will be provided about this should you be successful in joining Tate's casual pool

## **Tate for all**

### **Diversity and Inclusion**

Our jobs are like our galleries, open to all.

Our aim is to become a truly inclusive organisation with a workforce and audience as diverse as the communities we serve. This is fundamental to Tate's future success and our ability to continue to contribute to culture and society in the UK.

We want our workforce to be more representative of all sections of society at all levels in the organisation. The range of perspectives and experience diversity brings is an asset to our organisation and we want to create an inclusive, welcoming environment for visitors, artists and all those who work at Tate. Tate expects all employees to contribute to this aim as part of their role. More information about diversity and inclusion at Tate can be found on our [website](#).

## Benefits

- Interest-free Season Ticket Loan.
- Cycle to Work scheme – enabling you to buy a bike in a tax efficient way, for travelling to and from work.
- Rental deposit scheme – an interest free advance to help towards the cost of a deposit for privately rented accommodation
- Subsidised staff catering arrangements and discounts in the Tate Restaurants and Cafes.
- Access to Tate Benefits which offers access to discounts in high street stores.
- Access to a 24/7 Employee Assistance Programme to support you with any work, personal or family issues. This includes telephone-based support, as well as comprehensive online resources.
- Free entry to paying exhibitions at Tate Galleries. Opportunities for family and friends to visit the major exhibitions out-of-hours.
- Discounts on items purchased in the Tate shops.
- Free access to a number of other galleries and museums throughout the UK on production of a valid staff pass.

## Safer Recruitment

Tate is committed to providing a safe environment for all those who work at Tate and all those who come into contact with Tate as visitors to the galleries, as participants in Tate activities, and online. The safe recruitment of all those who undertake work on behalf of Tate is the first step to ensuring that we are fulfilling this commitment.

All positions at Tate are offered subject to the following conditions:

- Receipt of satisfactory references covering the last 3 of your employment or education.
- Health clearance
- A satisfactory Disclosure Check.
- Proof that you are legally entitled to work in the UK

You can find out more information about our pre-employment checks and what they mean for you in our 'Guidance Notes for Applicants' document.

The closing date for applications is 3 May 2022 and Interviews/Assessment will be held on 18 and 19 May 2022.

