



## Job description

<b>Job title</b>	<b>Casual Gallery Assistant</b>
<b>Department</b>	<b>Operations, Tate St Ives</b>
<b>Contract</b>	<b>Ad Hoc</b>
<b>Hourly Rate</b>	<b>£9.50</b>
<b>Hours</b>	<b>Ad Hoc</b>
<b>Location</b>	<b>St Ives, Cornwall</b>
<b>Reporting to</b>	<b>Visitor Experience Manager</b>
<b>Responsible for</b>	

## 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

Purpose of this role is to support the Visitor Experience team to deliver an exceptional service for staff and visitors in a welcoming, informative and safe environment, that engages everyone with art and enables them to get the most from their experience.

## About the team

The Visitor Experience team is responsible for front of house functions at Tate St Ives and its aim is to deliver an exceptional service in a welcoming and informative environment. The team works proactively to enable all visitors to explore, engage with and enjoy our galleries. They also ensure the safety of the art we show.



# What will you do

## Visitor Experience

- Greet visitors in an approachable, professional and welcoming manner
- As the public face of Tate, engage with visitors and look for opportunities to assist visitors and enable them to get the most out of their visit to Tate
- Provide general information to visitors about Tate's exhibitions and displays and promote events, ticketing, catering and retail operations as appropriate
- Opportunity to research and deliver talks and tours on the exhibitions and collections at Tate St Ives and the Barbara Hepworth Museum
- With Tate's assistance, be proactive in updating personal knowledge relating to the gallery's exhibitions, activities, events and general tourist information

## Health and Safety

- Undertake invigilation duty in fixed and patrolling positions at Tate St Ives and the Barbara Hepworth Museum, ensuring that all visitors and works of art are safe and secure
- Ensure the safety and security of the building, staff and visitors
- Be aware of display items that need special care (ie 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 St Ives and the Barbara Hepworth Museum at closing times and during evacuation procedures
- Assist in the actions taken during major incidents and emergencies
- Raise any incidents relating to art work security and building presentation as they arise to the Visitor Experience Managers in the first instance
- Operate alarms, radios and other security equipment as appropriate

## Membership and ticketing

- Sell tickets for exhibitions and events to individuals, using box office software (ENTA) to capture visitor data, adhering to Data Protection Guidelines and promoting the benefit to Tate of Gift Aid and donations
- Follow Tate's cash handling, till management and credit card booking procedures, ensuring accurate end-of-day till reconciliations
- Handle each customer interaction as an opportunity to develop a lasting relationship between the visitor and Tate, maximising the potential in each transaction
- Actively recruit visitors to the Tate membership scheme, process new applications and renewals in collaboration with the Membership and group Bookings Coordinator
- Stock leaflets and keep admission area clean and professional
- Any other duties as directed



## What you will bring to the team

- Previous experience of working in a customer service environment and a commitment to
- providing an excellent standard of visitor service and care
- Proven ability to work effectively on own initiative and to work collaboratively within a diverse
- team and treat all colleagues with dignity and respect
- Excellent interpersonal skills; able to talk to a wide range of people, listen actively to
- understand their needs and respond appropriately
- Proactive, positive and flexible approach to work
- The ability to remain calm in difficult situations and to maintain excellent customer service
- during very busy periods
- Willingness to undertake relevant training for the role
- Reliable, responsible and trustworthy
- The ability to respond taking account of diverse visitors' needs and requirements
- An interest and commitment to the work of Tate

## 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.



## Safe 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 years 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.

## How to Apply

Our opportunities are open for you to apply online. Please visit:

[www.tate.org.uk/about/workingattate/](http://www.tate.org.uk/about/workingattate/) to create an account by registering your details or, if you are an existing user, log into your account.

For all opportunities we ask candidates to complete an online application form for the vacancy they are interested in. If you need an application form in an alternative format please contact us at [galleryjobs@tate.org.uk](mailto:galleryjobs@tate.org.uk). Once you have submitted your application you can keep track of its progress by logging into your account.

