

Welcome Assistant at Hastings Contemporary

Hastings Contemporary (HC) is an independent gallery for Hastings and the South East which exhibits locally relevant and nationally significant contemporary and 20th Century art. Located beside the historic fishing beach in Hastings in an award-winning building, the gallery strives to build strong local, national, and international relationships to further the high-quality programme it offers to an increasingly diverse audience group.

Hastings Contemporary is seeking a proactive and positive part-time Welcome Assistant to join our vibrant front of house team. As Welcome Assistant, you will assist and support the Visitor Services Manager and Duty Managers in fulfilling the day-to-day tasks of running the gallery. This includes coordinating our volunteers, ensuring events run smoothly and that the venue is a safe and welcoming environment for all visitors. Working as part of a small team, you will have excellent communication and customer service skills and a desire to deliver a high-quality experience to all our visitors.

Please send your cv and cover letter by 30th November 2021 to Agnieszka Dolata, Visitor Services Manager
agnieszka@hastingscontemporary.org

The role description below outlines the duties for the role:

Job Title	Gallery Welcome Assistant (must be able to work weekends and some evenings)
Application Deadlines:	Application deadline: 30 November 2021 Interviews: w/c 6 December 2021 Induction: w/c 13 December 2021
Reports to:	Visitor Services Manager and Duty Managers
Liaison with:	All staff & volunteers Visitors
Purpose of job:	<ul style="list-style-type: none">• To offer a positive and engaging experience to all visitors to Hastings Contemporary• To provide support to the Visitor Services Manager in developing our visitor offering• To support business continuity by covering ad-hoc shifts in case of staff shortages, for private events and during the holiday period.
Main Duties and Responsibilities:	Visitor Services <ul style="list-style-type: none">• To process visitor admissions• To actively promote, sell and process gallery memberships• To fully utilise the gallery's visitor ticketing system, ensuring visitor information is captured including Gift Aid data• To actively promote, sell and process public gallery events• To ensure that all visitor areas are maintained to a professional standard• To help maintain the security of the building and its contents by implementing the gallery's security procedures

	<ul style="list-style-type: none"> • To invigilate gallery spaces where necessary • To undertake surveys of gallery visitors • To give talks and tours to gallery visitors and groups • To respond to the gallery info account emails and telephone enquiries <p>Gallery Shop</p> <ul style="list-style-type: none"> • To assist visitors in buying products, proactively upselling to raise the average spend per head • To undertake cash handling and reconciliation • To restock and clean the shop when and where necessary <p>Learning</p> <ul style="list-style-type: none"> • To assist with workshops and to deliver pre-booked guided tours (for both adult groups and children’s groups) and gallery talks as and when required <p>Events</p> <ul style="list-style-type: none"> • To work at gallery events, including private views and corporate events as and when required <p>Other</p> <ul style="list-style-type: none"> • Other duties commensurate with the general responsibilities and salary of the post
<p>Essential Skills and Experience</p>	<ul style="list-style-type: none"> • At least one year’s customer services or visitor services experience • Excellent oral communication skills, with experience of working with the public • Proven organisational skills and an eye for detail • Strong team skills with a willingness to ‘pitch in’ • IT literate
<p>Person Specification</p>	<ul style="list-style-type: none"> • An interest in contemporary art • Enthusiasm for the aims of the gallery • A commitment to ensuring a positive visitor experience at Hastings Contemporary • Ability to multitask by undertaking a number of duties on the till, phone and with visitors to the gallery in a positive, engaging manner • A calm, proactive and confident approach
<p>Terms and Conditions</p>	<ul style="list-style-type: none"> • £8.91 per hour • Time and a half pay for bank holidays and private hire events outside of gallery opening hours • The applicant must be available to work weekends and bank holidays where necessary, as well as the Christmas and New Year period of gallery opening times • Minimum of 5 hours a month • 31 days holiday per annum pro rata • Flexible working pattern to cover holidays and sickness in the core FOH team • Benefit of an Employee Assistance Program • Auto-enrolment to the pension scheme (if qualifying) for employees

Hastings Contemporary is an Equal Opportunities Employer