

Spike Island

JOB DESCRIPTION

VISITOR ASSISTANT

Key Objectives:

- Deliver the highest possible standards of visitor experience, ensuring that all visitors are welcomed warmly, encouraged to learn more about our exhibitions and the organisation, and have a safe and enjoyable visit.
- Support the delivery of programmed events, ensuring the needs of all our visitors and guests are met.

Responsible to:

Front of House Supervisor (Line Manager)
Gallery Supervisor (when this role is managing a shift)
Operations & Services Manager (Senior Manager)

Key outputs:

1. To represent Spike Island and deliver a warm, friendly and personal welcome to all visitors.
2. Day-to-day invigilation of the gallery during public opening hours and occasional evening and weekend events to ensure the safety of visitors and artworks on display.
3. Appropriately respond to general visitor queries, complaints and feedback, resolving any issues that may arise in a timely and professional manner.
4. Monitor visitor numbers and obtain personal contact details for marketing purposes.
5. Obtain visitor feedback via visitor surveys and anecdotal methods to help us meet funding requirements and constantly improve our offer to all visitors.
6. Sharing our exhibition guides (including large print and audio guides) with visitors, and confidently answering questions related to the artwork on display and other programmed events, seeking further information from other members of the team if required.
7. Proactively encourage all visitors to make donations to support our charitable aims.
8. Provide short introductory tours of the exhibitions to groups of visitors, as briefed.
9. Ensure the safety and security of visitors to our gallery, following procedures, and administering first aid as appropriate.
10. Monitor the overall security of the gallery and artworks on display, including environmental condition checking and reporting irregularities to the Front of House Supervisor.
11. Operate technical equipment, as part of exhibition artworks on display, as directed.
12. To be aware of and work in accordance to any risk assessments relating to the gallery and any events taking place.
13. Ensure the open and close of the gallery in line with public opening hours and closely follow lock and alarm procedures at the start and end of each day.

14. Be confident in Spike Island's building evacuation procedures and able to implement them in case of an emergency, assisting visitors and colleagues to exit the building in a safe and orderly manner.
15. Engage our visitors and the wider Spike Island community in a helpful, informative and supportive way.
16. Assist visitors where possible with any access needs to our exhibitions and services.
17. Manage how visitors engage with the space and actively respond to inappropriate behaviour, enforcing house rules such as no eating or drinking.
18. Ensure the gallery is clean, tidy and well presented at all times.
19. Set up and shut down of exhibitions as per instructions provided.
20. Setting up events which may include heavy lifting and carrying, if you can do so.
21. Ensure the gallery has up-to-date resources, replenishing when necessary.
22. Support the front of house function as required.
23. Attend training sessions, which may fall outside of your normal working hours, as appropriate.
24. Advocate for the organisation and contemporary visual arts sector.
25. Operate in accordance with the organisation's employment, health and safety and equal opportunities policy, and all other legal requirements, organisational practices, policies and procedures
26. Contribute to our aim to make Spike Island more diverse, inclusive and accessible for all.
27. Carry out any other duties commensurate with the role.



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