

Spike Island

PERSON SPECIFICATION

VISITOR ASSISTANT

The table below lists the attributes being sought for the role, whether they are essential or desirable, and the relevant assessment method for each attribute.

Please refer to this table when completing your application to ensure that you evidence how you meet each attribute required at the point of application.

Assessment Methods:
 App = Application form
 Int = Interview
 Task = Task

Attributes:	Essential:	Desirable:	Assessment Method: App/Int/Task
Qualifications:			
Qualification in an arts related subject		●	App
First Aid and/or Fire Marshal qualification		●	App/
Knowledge:			
Knowledge of, and interest in, contemporary visual art and design	●		App/Int/Task
Experience:			
Experience in a customer facing role	●		App/Int
Experience in an arts, museum or cultural organisation		●	App/Int
Skills:			
Strengths in problem solving and ability to work calmly under pressure	●		Int/Task
Excellent verbal communication and interpersonal skills	●		Int/Task
Driven to deliver high quality customer service	●		App/Int/Task
Proactive and confident	●		Int/Task
Motivated to meet individual and team targets	●		Int/Task
Diligent and security conscious	●		Int/Task
Competent IT skills		●	App
Circumstances:			
Committed to working flexibly within a small team	●		App/Int

Terms and Conditions of Appointment

Job duties and description:	The job description is a guide to the targets that the Visitor Assistant is expected to achieve. They may be changed from time to time by agreement to meet changing circumstances.
Normal hours of work:	Wednesday to Sunday, 11.50am–5.05pm (5.25 hours per day). We recruit for our Front of House team for a variety of shifts on a rolling basis, and depending on organisational need. We offer both contractual shifts (regular hours) and casual shifts (variable hours). Regular hours of work fall only during gallery exhibition runs (exhibitions are programmed 3 times per year and normally run for 12-14 weeks with a 3 week gap in-between). Additional shifts for events may also be available from time to time.
Wage:	£10.90 per hour
Term:	1-year fixed term contract (applicable for regular hours)
Holiday:	Annual leave is 4.6 weeks pro rata. Due to the nature of the role, annual leave must only be taken during the periods in between exhibitions (when the gallery is closed). Spike Island also closes for a minimum of one week over the Christmas period.
Pension:	Spike Island offers access to a work place pension scheme that you would be eligible for auto enrolment in to on completion of three months' service. If you are not eligible you will be offered the opportunity to join the work place pension scheme after completion of your probationary period.
Probationary period:	This post is subject to a probationary period of three-months.

Notice period:

Upon completion of the probationary period, employment is subject to a one-month notice period.

Benefits:

Spike Island offers access to the following schemes:

Cyclescheme

Access to Employee Assistance Programme (EAP)

Café discount

All such benefits apply during the course of your employment only.



Supported using public funding by
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ENGLAND**



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Registered in England
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VAT no. 650 5760 40