

JOB DESCRIPTION

Job Title: Engagement Assistant

Responsible to: Visitor Engagement Manager

At Turner Contemporary, our mission is art inspiring change. The arts challenge our thinking and help us to see the world differently enabling opportunities for discussion, debate, learning and listening. Our values are that Turner Contemporary is:

- **Enterprising** – we create value for ourselves, our community and our partners by being responsive to new opportunities; we encourage collaboration, creativity and initiative from our team.
- **Welcoming** – we are friendly and warm, while maintaining professionalism in practice and behaviour; we ensure that the principles of inclusivity and equality are evident in how we work with our colleagues, audiences and communities.
- **Questioning** – our philosophy is one of investigation, being attuned to audience need, unlocking understanding and asking tough questions, especially of ourselves.
- **Belonging** - equity, equality, diversity and inclusion are essential to our ethos now and in the future. We see belonging as an exchange - listening to audiences, sharing power and responsibility and encouraging the development of meaningful relationships. We will be relevant to diverse audiences. We are a resource for the Thanet community and wider audiences, enabling connection through art.

Purpose of Job/Key objectives

Engagement Assistants are central in delivering the gallery's mission and values. Through providing exceptional standards of visitor experience, you will ensure all visitors are warmly welcomed, encouraged to learn about and engage with our exhibitions, and have a safe and enjoyable visit, working proactively to increase the number and diversity of our visitors.

Engagement Assistants ensure the safety and security of art works and visitors at all times. They welcome and support visitors, encouraging charitable giving, promote the commercial offer of the gallery and deliver learning activities.

As an Engagement Assistant, you will be professional and friendly, interested in the arts and the work of Turner Contemporary and keen to share your knowledge and interest with our visitors. As well as invigilating exhibitions, you will also support the delivery of the gallery's learning programme for schools, families and adults.

Shared Duties/Tasks and responsibilities

Visitor Experience

- Actively welcome visitors to the gallery, including orientation of the building and public spaces as well as an outline of the current and future programme.
- Actively encourage visitors to donate and gift aid, promoting tickets to workshops, performances and events, and supporting online and instore shop sales and café visits.
- Have an up-to-date knowledge of the gallery's programme to further deepen visitors' engagement and maintain high levels of visitor satisfaction.
- Act as an advocate for Turner Contemporary's values and mission as well as the gallery's role in local regeneration and be knowledgeable about other Margate attractions, events and projects.
- Respond confidently to all customer enquiries, comments and complaints and be able to handle these effectively, passing them on to other members of the team where required.
- Participate in data capture and analysis in line with the needs of the organisation. Regular training is provided to enable staff to undertake this role.
- Regularly monitor the condition and cleanliness of front of house facilities, taking corrective action and/or reporting issues, as appropriate.
- Ensure the artwork is invigilated at all times to a high standard. Be vigilant to the safety and security of the exhibits at all times in line with guidelines issued by the Exhibitions Team.
- Understand the gallery's commercial activities, products and offers, and promote these to our visitors.
- Support the delivery of commercial and public events.
- Discreetly and sensitively safeguard the security of visitors, colleagues and gallery assets, responding to heightened security measures, including bag searching.
- In emergency situations help to direct the evacuation of the galleries and public spaces in accordance with set procedures and contact the emergency services when appropriate.
- Where in possession of a First Aid certificate, act as a first responder in first aid emergencies, ensuring the designated duty first aider is alerted immediately. Report any Health & Safety concerns or near misses to the appropriate person.

Learning and Engagement

- Deliver guided tours, workshops and creative sessions to school, family and adult audiences.
- On occasion deliver learning sessions online or off-site.

- Support artists delivering parts of the learning programme – including setting up furniture and resources, and troubleshooting.
- Support the development of learning activity by contributing expertise and working collaboratively with the wider Learning team.
- Have a good understanding of and ensure that relevant policies including Health and Safety, Child Protection, Equality and Diversity and Vulnerable Adult Protection are adhered to. Address any safety concerns and risks for staff or visitors in an efficient and appropriate manner.
- Undertake activities in an environmentally sustainable manner.
- Undertake any other duties as reasonably directed.

Regular training will be provided to enable staff to undertake this role.

This role requires an enhanced DBS check.

The gallery is open, and the role therefore requires working, during peak holiday times, including weekends and Bank Holidays. Work for events and functions may be out of hours or offsite, including weekends and Bank Holidays.

NB this job description is provided to assist the post holder to know their principal duties. It may be amended, however, from time to time in consultation with you, by or on behalf of the Director of Turner Contemporary without change to the level of responsibility appropriate to the grading of the post.

PERSON SPECIFICATION

Specification	Essential	Desirable
Qualifications: <ul style="list-style-type: none"> - Qualification relating to the arts - First Aid certificate - Accredited visitor service training - Diversity/Inclusion or unconscious bias training 		<ul style="list-style-type: none"> ✓ ✓ ✓ ✓
Skills: <ul style="list-style-type: none"> - Excellent communication skills and ability to engage with a diverse range of people - Confident in speaking with and presenting to large groups of people - Willingness and ability to learn and retain new information - Ability to think creatively and work within a team to solve problems 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ 	

<ul style="list-style-type: none"> - Fluent in another language - Good organisational skills, able to manage variety of booking and data systems 		<ul style="list-style-type: none"> ✓ ✓
<p>Work Experience:</p> <ul style="list-style-type: none"> - Experience in a customer-facing role where: <ul style="list-style-type: none"> o Engaging customers in meaningful exchanges are key o You have sold or promoted products or events - Experience of dealing with emergency evacuations - Experience of dealing with security issues - Experience of working with children, vulnerable adults or people with learning difficulties - Experience of presenting to large groups or public speaking - First Aid Experience - Health & Safety Experience - Experience of dealing with challenging customer behaviour 	<ul style="list-style-type: none"> ✓ 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ ✓
<p>Behaviours and Characteristics:</p> <ul style="list-style-type: none"> - Positive, proactive and can-do approach to the visitor experience and the overall objectives of Turner Contemporary - Passionate and welcoming approach to all visitors in line with Turner Contemporary's Equality and Diversity Policy - Places the visitor at the heart of everything, engages, listens and responds, giving exemplary service - Punctual with a flexible approach to working hours - Ability to work effectively within a team, to self-motivate and use initiative when working alone - Trustworthy and committed with a strong sense of responsibility - Interest and knowledge of the visual arts and understanding of the mission and values of Turner Contemporary - Smart and professional appearance - Open minded and welcoming, with wide understanding of diversity 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ 	

Key conditions of service

Hours:	18 hours per week (plus occasional extra shift opportunities for events and holiday cover)
Salary:	£18,407 per annum pro rata (£9.44 per hour)
Contract:	Permanent
Location:	Turner Contemporary, Margate
Leave:	25 days per annum plus 8 Bank Holidays (Total 33 days) pro rata
Probation:	6 months
Pension:	Turner Contemporary contributes 3% Employee contributes 4%

Deadline for applications: 12pm Wednesday 2 February 2022

Interviews to be held: Tuesday 15 February 2022 at Turner Contemporary

We are an equal opportunities employer and welcome applications from all suitably qualified persons regardless of their race, sex, disability, religion/belief, sexual orientation or age.