

Visitor Services Officer (Casual) Recruitment Information



Closing date for applications: 12 noon, Friday 30 July 2021
First interviews: Thursday 5 & Friday 6 August 2021

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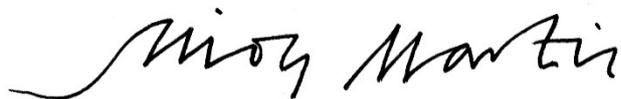
Welcome

Thank you for your interest in joining our dedicated and ambitious team as **Visitor Services Officer (Casual)**.

This is an exciting time at Pallant House Gallery as we seek to build on our existing programme and attract new audiences. The Front of House Visitor Services team contributes to the Gallery's all-round visitor experience, helping to ensure excellent customer service with a warm welcome. As the first point of contact for visitors, they are important ambassadors for the Gallery and play a significant role in upholding the Gallery's brand and values.

Pallant House Gallery is committed to promoting a diverse and inclusive workplace. We are keen to ensure that opportunities to work with us are open to everybody and welcome applications from people from all backgrounds. If you have any questions about application process or need any additional support, please contact humanresources@pallant.org.uk or phone us on 01243 774557.

We look forward to receiving your application.

A handwritten signature in black ink that reads "Simon Martin". The signature is written in a cursive, flowing style.

Simon Martin
Director

Introducing Pallant House Gallery

Pallant House Gallery is a leading UK museum that stimulates new ways of thinking about art. We explore new perspectives on British art from 1900 to now through an ambitious programme of exhibitions and creative opportunities for all. We invite people from all walks of life to explore our world class collection in a distinctive setting in the heart of Chichester.

Our funding

We receive around 15% of our annual income from public funding. We are an Arts Council England National Portfolio Organisation (NPO), and receive annual support from Chichester District Council. We are reliant on fundraising, endowment income, admissions, sponsorship and commercial activity to cover our costs. 4,000 Pallant House Gallery Friends provide valuable income and support.

Our people

We employ 33 staff (14 full time, 19 part time) and are supported by 200 highly committed volunteers. We receive an average of 60,000 visitors a year.

What makes us different?

Original exhibitions

We present exhibitions that say something new about British art from 1900 to now. We explore relevant subjects with fresh angles and celebrate well-known, overlooked and emerging artists.

A 'collection of collections'

We care for a world class collection of Modern British and contemporary art, largely formed of donations by passionate collectors over 35 years. We continue to make it accessible and show its relevance to today.

A part of people's creative lives

Our wide range of creative opportunities for people of all ages and backgrounds helps them to discover how art can have a place in their lives.

A distinctive home

We welcome visitors to the distinctive setting of an 18th century townhouse and a 21st century gallery in the heart of historic Chichester on the south coast of England.

Job Description

Details

Job title:	Visitor Services Officer
Salary:	Hourly rate, dependent on experience
Hours:	Casual - based on a zero hours contract
Location:	Pallant House Gallery, Chichester
Reports to:	Head of Visitor Services

Purpose and key objectives

The [Visitor Services Officer](#) is a crucial part of the Front of House Visitor Services team, contributing to the Gallery's all-round visitor experience, helping to ensure excellent customer service with a warm welcome. We work with volunteers and ensure that the security and environmental conditions of the building are adhered to. Duties include programming tickets for admissions, promotions, housekeeping, covering events and supporting the Head of Visitor Services with Friend's membership and administration.

The Visitor Services Department works to position Pallant House Gallery as a world-class, dynamic and inclusive cultural organisation, with the increase of footfall and diversity of the Gallery's audience. As the first point of contact for visitors, we are important ambassadors for the Gallery and play an significant role in upholding the Gallery's brand and values.

Our work involves working closely with other departments to understand their particular needs and support their work – this includes promoting the exhibitions and public programmes, supporting fundraising initiatives and commercial activity.

Key Responsibilities

- The Visitor Service Officer will assist the Head of Visitor Services, Visitor Services Supervisor, Duty Manager and other Front of House staff to create a warm and welcoming environment for all visitors, Friends and Patrons, whilst maximising Gift Aid, sales and profits.
- The Customer Service Officer has responsibility for providing excellent customer service through selling Friends' memberships, dealing with enquiries, admissions and ensuring the security of the building and contents, are not compromised.
- Monitoring the levels of environmental control, making sure the conditions of the Gallery's exhibition space is adhered to in line with set guidelines for insurers and lenders.

- Working with staff in other departments and managing volunteers in the building being a part of security.
- To be a First Aider and Fire Marshal whilst on duty, assisting with evacuation of the building and attend any training on updates and policies.
- Maintaining high standards throughout, including housekeeping and working closely with the Head of Visitor Services/Visitor Services Supervisor /Duty Manager and supported by the front of house team.

Special Events

- To support the Head of Visitor Services around special events such as Open Weekends, Private Views and Gallery Hire for events

This job description outlines the principal responsibilities and duties of the post holder. It is not meant to be, nor is it, an exhaustive list of specific responsibilities and duties. The post holder will be expected to undertake any other duties which could reasonably be expected as being within the remit of the post.

Person Specification

Essential

- Excellent customer service skills
- Experience of cash handling and POS systems with accurate record keeping
- An interest in arts and culture and/or experience of a customer facing role
- Strong individual and team-working skills with an ability to be adaptable
- An organised approach to work, including excellent time-management skills
- Excellent interpersonal skills and the ability to build strong relationships with colleagues and volunteers
- The ability to deal with any concerns and complaints with empathy, tact and diplomacy
- To be able to sell, upsell and promote Friends memberships with confidence
- Adapt to changes with a positive manner
- Be computer literate and capture customer data with proficiency and accuracy

Desirable

- Minimum 1 year experience in a customer service role, or relevant work experience
- Experience of working in a museum, gallery or visitor attraction

Benefits and Wellbeing Package

Benefits

Holiday Allowance

- 25 days basic holiday allowance (pro-rata)
- Extra day off each year to celebrate a birthday or other occasion

Pension

- Auto Enrolment scheme. Currently a 3% contribution from Pallant House Gallery

Travel Support

- Interest free loan scheme for annual season tickets for trains
- Interest free loan for annual car park permits

Discounts and free offers

- 20% discount in the Pallant House Gallery Restaurant and Café (excluding Saturday)
- 10% discount in Pallant House Gallery Bookshop
- Free admission tickets to the Gallery for family and friends
- Free tickets to Gallery talks and online lectures
- Free copies of the lead exhibition catalogues and Gallery Magazine
- Free Preview tickets for Chichester Festival Theatre (subject to availability)

Health & Wellbeing

- Fresh organic fruit provided weekly in the staff room (currently paused due to the pandemic)
- Annual flu jab
- Free sanitary products
- Offer of health and wellbeing related counselling (up to six sessions, subject to the confirmation of the session rate) for staff on request from your line manager

Please note that the wellbeing package is not contractual and may be subject to change.

How to apply

Process

Please complete and return the following forms, which are available to download our website here: pallant.org.uk/who-we-are/our-people/work-with-us/

- Application form
- Equality and Diversity Monitoring form

If you have any access issues or questions about these forms, please contact humanresources@pallant.org.uk or phone us on 01243 774557.

The completed forms should be returned:

- by email to humanresources@pallant.org.uk
- or by post to:
Human Resources
Pallant House Gallery
9 North Pallant
Chichester
PO19 1TJ

Deadline for receipt of applications

The deadline for applications is 12 noon on Friday 30 July 2021. Please note that late applications will only be accepted if received within 1 hour of the closing time. Any forms received after this time will not be processed.

Acknowledgement of receipt

Email applications will be acknowledged by auto response when we receive them.

Candidates not selected for interview will be informed by email. We regret we cannot enter into correspondence as to the reasons for non-selection.

Interviews

The interview schedule for this post is as follows:

Interview	Date	Location
First interview	Thursday 5 & Friday 6 August 2021	Pallant House Gallery
Second interview	<i>TBC</i>	<i>TBC</i>

If interviews are held on site, the Gallery will offer to reimburse candidates who incur reasonable travel costs on production of a valid receipt or mileage claim.

Equal Opportunities

Pallant House Gallery is an equal opportunities employer and we are committed to promoting a diverse and inclusive workplace. We are keen to ensure that opportunities to work with us are open to everybody and welcome applications from people from all backgrounds.

If you have any questions about application process or need any additional support, please contact humanresources@pallant.org.uk or phone us on 01243 774557.

Applicants with disabilities

We are committed to employing people with disabilities and wish to encourage more applications from people with disabilities.

If you are considered to be disabled under the Equality Act definition¹ and have demonstrated that you meet the essential criteria for the post, you will be guaranteed an interview. Please indicate whether you consider yourself to have a disability in the relevant section of the application form, along with any arrangements you would like us to make to assist you if you are called for interview.

Equality and Diversity Monitoring form

The Equality Act 2010 requires us to ensure that we do not unlawfully discriminate against applicants. By completing the Equality and Diversity Monitoring form, you will help us check that we have complied with the law and improve our efforts to diversify our workforce.

Your answers you give will be held as anonymous and confidential data. The information from the forms we receive will be combined and reviewed in aggregate (so that you cannot be identified) and retained for no more than twelve months after the end of the recruitment process.

¹ The Equality Act 2010 states that a person has a disability if they *“have a physical or mental impairment that has a ‘substantial’ and ‘long-term’ negative effect on their ability to do normal daily activities.”*