

Visitor Experience Assistant (Exhibitions & Shop)

Job Description & Application Pack

Closing Date: **Sun 5 Jan 2025**



About the Hub

The Hub is a nationally renowned centre that delivers an inspiring programme of creative arts & cultural experiences in Sleaford, across North Kesteven and beyond.

Home to the national centre for craft and design, our celebrated exhibitions showcase contemporary artists and makers from around the world. Our vibrant shop stocks an ever-changing collection of handmade craft objects and design gifts, and our contemporary CaféBar is a great place to meet and enjoy locally sourced specialty food and drink.

The Hub offers a dynamic public programme of workshops, talks, classes, competitions, special events and performances for everyone of all ages and abilities. We deliver creative activities in schools and care settings, and we work with communities and partners to coordinate projects, events, festivals, celebrations and public commissions.

We strive to make arts and culture accessible to all, promoting inclusivity, diversity and cultural democracy in all that we do.

In 2023/2024 the Hub attracted over 114,000 visitors. Over 70,000 people visited our exhibitions and 40,000 people participated in our creative programmes.

The Hub is owned and funded by North Kesteven District Council and is a National Portfolio Organisation of Arts Council England. The Centre is operated by Better who is part of GLL; a charitable social enterprise and the UK's largest public leisure operator.



Install of Jason Wilsher-Mills: Looking Back, Looking Forward



Paperwork Exhibition Opening Weekend

The Role

- Post: **Visitor Experience Assistant (Exhibitions & Shop)**
- Contract: **Permanent part time, 28 hours per week (Mon, Tue, Wed and Sat)**
- Salary: **£17,520.05 per annum (full time equivalent £24,402.92)**
- Report to: **Visitor Experience Manager / Exhibitions Manager**
- Responsible for: **Not applicable**

We are looking for a friendly, passionate, and enthusiastic team player to join our visitor experience team.

As Visitor Experience Assistant (Exhibitions & Shop) you will deliver a multi-functional role providing a first-class visitor experience to the Hub, whilst also supporting the delivery of our exhibitions programme and shop.

Candidates for the post will be creative and dynamic with excellent attention to detail. You will have brilliant administrative and organisational skills, be confident in communicating with a range of audiences, and enjoy working collaboratively in a busy environment.

The Hub strives for a diverse workforce with the very best employees. We are committed to creating an inclusive environment for everyone. We are always looking for people and voices that reflect our diverse communities and to help us work in new ways and become more relevant to the people and communities we serve. We particularly welcome and encourage applications from people with diverse backgrounds and life experiences, inclusive of all gender identities, disabilities, ethnic groups and those that practise different faiths and beliefs.



Responsibilities

- Be the first point of contact for all shop and gallery-related enquiries and provide a high-quality service that enriches the visitor experience at the Hub.
- Maintain a good comprehensive knowledge of the Hub's programmes, exhibitions and shop, and proactively talk and engage with visitors, sharing your knowledge, enthusiasm and passion to up-sell events and artworks.
- Carry out daily gallery tasks - opening and closing procedures, invigilating the gallery to ensure the space and environment is safe, well presented and clean; and ensuring that all exhibits are secure and all technical equipment is in good working order.
- Carry out daily shop tasks - opening, closing and cashing up procedures, ensuring the shop environment is safe, well presented and clean; stock levels are maintained; and sales transactions are processed accurately
- Assist the Exhibitions Manager with researching, delivering and curating Hub exhibitions, and help with install/deinstall including prepping and painting display furniture and walls; condition checking and documenting artworks; hanging artworks and interpretation; and setting up invigilation processes.
- Assist with the day to day operations of the Hub Shop, including researching makers, stock taking, maintaining accurate stock and sales records, and supporting shop marketing and promotions.
- Assist with Hub bookings, dealing with queries efficiently, issuing refunds where required, and preparing registers and surveys for all events.
- Help with administration including liaising with artists, issuing contracts, co-ordinating documentation, arranging the safe delivery and return of artworks; and maintaining an accurate inventory and stock of equipment, furniture and materials.
- Assist with monitoring and evaluation tasks, including logging visitor feedback and using spreadsheets and online platforms to monitor and analyse participation and engagement of visitors and artists.
- Maintain up to date knowledge of fire, safety and evacuation procedures and help to facilitate the evacuation of the Hub in the event of an emergency, as directed by duty management.
- Under the guidance of the Duty Manager, resolve daily routine problems and issues that may hinder or damage a visitor's experience.

- Be present and alert during opening hours to ensure the health and safety and comfort of all visitors, reporting any problems to the Duty Manager.
- Undertake training and CPD as required in order to meet personal and business needs.



Person Specification

You will have excellent customer service skills with experience of working in a public-facing role, preferably in a gallery, museum or cultural venue. You will be confident in engaging with audiences of all ages and backgrounds, and be organised and methodical in managing a busy and varied workload. A passion and interest in craft and design is essential.

The Job demands the following blend of knowledge, skills, experience and behaviour (all are essential, unless shown otherwise, and will be assessed by Application Form and / or Interview / Assessment):

Skills

- Excellent customer service skills
- High standard of communication and interpersonal skills both oral and written
- Excellent time management
- Ability to work as part of a creative team and independently
- Aptitude for multi-tasking and prioritising to meet varying deadlines
- Attention to detail with good organisation and administrative skills

Knowledge

- Knowledge of and interest in current trends and local/regional/national makers within the craft sector
- Knowledge of co-ordinating and administering events and/or exhibitions
- Good knowledge of Microsoft systems in particular Excel.

Experience

- Experience of working in a public-facing environment either within a gallery, museum or cultural venue
- Delivering excellent customer service in a front facing role

Other

- Passion and interest in creative arts
- Reliable and punctual
- Motivated with a flexible and adaptable approach
- Requirement to work flexibly to support event and activity programming

Terms & Conditions

Workplace:	Hub, Navigation Wharf, Carre Street, Sleaford, NG34 7TW
Salary:	£17,520.04 per annum (full time equivalent £24,402.92)
Core hours:	28 hours per week (Mon, Tue, Wed and Sat)
Contract:	Permanent part-time
Annual leave:	173.6 hours, increasing to 201.6 hours after five years' continuous service. The entitlement includes all bank holidays and has been pro-rata'd for a part time role
Notice period:	12 weeks
Benefits:	Workplace pension scheme; opportunity to join GLL's Society which brings other benefits including discounted gym membership; discounts in the Hub Shop and CafeBar

How to Apply

Submit your application online (hub-sleaford.org.uk/news)

Along with an up-to-date CV, please include a covering letter (maximum 2 sides of A4) outlining your suitability and motivation for the role and what being the Hub's Exhibitions Manager means to you. Please note you can only upload one attachment so please save these as one document.

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Interviews will take place the Hub week commencing 13 January.
For an informal conversation regarding the post, please contact Carl Ferro-Fields on **01529 308710** or email carl@hub-sleaford.org.uk

Please note: Applications will be reviewed on a rolling basis and the Hub reserves the right to end the selection process before the application deadline. You are encouraged to submit your application early to avoid disappointment. Due to the high number of job applications we receive, it is not possible for us to provide shortlisting feedback to all applicants.



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