

Job Description



Job Title	Gallery Front of House Apprentice – Customer Service Practitioner
Department	Art Gallery
Location	Barbican Centre
Responsible to	Front of House Manager
Responsible for	n/a

Purpose of Post

This role is part of the Gallery Front of House team, assisting the Front of House Manager and Art Galleries Manager in maintaining the customer experience, security and health and safety aspects of the Barbican Art Gallery, and to assist with all Front of House duties relating to the Art Gallery spaces (including the Main Gallery, The Curve and any other relevant site or space, including off-site locations).

Front of House Apprentice must be committed to providing the highest level of customer experience, for both internal and external customers, and actively seek to promote equality of opportunity in relation to the duties of the post in alignment with the Centre's vision, mission and Brand Values.

The post-holder must be security-focussed presence and proactively providing leadership to the gallery invigilator team.

Main Duties & Responsibilities

1. Support the Front of House Manager in the security supervision and maintenance of health and safety responsibilities in all Barbican Art Gallery spaces (both public and non-public) and fulfil the responsibilities of the role set out in gallery and Centre procedures. This will be during public open hours, set-up and installation periods and during gallery events.
2. Ensure that the quality of presentation and customer experience in Barbican Art Gallery spaces is consistently high. Responsible for ensuring they are safe, secure, clean, tidy and fully functional at all times, taking action to resolve immediately if required
3. Pro-actively provide assistance and advice for all enquiries, questions and complaints from visitors, clients and members of staff. Resolve issues in line with gallery policies or liaise with relevant departments across the Centre. Collate customer feedback and input suggestions to the Front of House Manager for continued improvements to customer service practices and procedures.

4. Develop good general knowledge and understanding of each exhibition and their contents in order to offer a stimulating, enriching and rewarding experience for all Art Gallery customers. Pro-actively help those customers who may need assistance ensuring that their visits are positive and enjoyable.
5. Under direction of the Front of House Manager, lead gallery induction sessions for Gallery Invigilators prior to exhibition opening and on-going throughout exhibitions to ensure all team members are fully trained and aware of their duties, policies and procedures necessary for their role specific to each exhibition
6. Ensure collection of accurate visitor attendance figures where necessary, implement crowd control procedures as required by gallery licensing conditions or exhibition requirements, ensuring the health and safety of all visitors and security of artworks.
7. Assist Box Office staff working on the gallery ticket desk or in the Art Gallery Shop, ensuring they are fully informed on all requirements particular to the current show, in order that a consistent and professional approach to customer service is upheld.
8. Be responsible for the day-to-day safety and security tasks for all Barbican Art Gallery spaces, (both public and non-public areas) as determined by the Front of House Manager. Lead emergency and evacuation procedures as necessary and as required by the duty Centre Manager.
9. Respond to and safety or security incidents as necessary. In the event of any activations or emergencies take appropriate action, in line with relevant procedures.
10. Be flexible and adaptable in managing the Gallery Invigilation team and supervise the team ensuring that all gallery policies and procedures are being enforced in relation to visitors as necessary and maintaining a constant and active presence in gallery spaces during public hours.
11. Respond to day to day queries in support of the casual invigilator team. Assistant Front of House Managers and the Front of House Apprentice will also be covering rotation and any other relief or shortages which may occur throughout the day, liaising with Front of House Manager to resolve any on-going issues with individual team members.
12. During turnaround periods between exhibitions, under direction of the Front of House Manager, ensure gallery security is maintained at all times, including undertaking access control procedures in line with relevant procedural requirements. Be responsible for enforcing security and safety throughout the gallery spaces.
13. Assist the gallery production team with specific gallery or exhibit set-up or maintenance issues, housekeeping or other tasks as reasonably required according to the demands of the exhibition and training provided.
14. Undertake associated administrative tasks for the galleries including producing and submitting accurate daily invigilator timesheets, updating the Gallery handbook, drafting briefing notes, updating daily security checklists and feedback logs to ensure operational, security or customer experience issues in the galleries are reported for action by gallery management as soon as possible.



15. Perform any other appropriate duties that may reasonably be requested and as required by the Front of House Manager, Art Galleries Manager and other authorised staff members. This may include assisting in the invigilation of gallery exhibitions, input into departmental and exhibition wash-up meetings.
16. Actively seek to implement the City of London's Occupational Health and Safety Policy in relation to the duties of the post, and at all times give due regard to the health and safety of both themselves and others when carrying out their duties.
17. Actively seek to implement the City of London's Equal Opportunity Policy and the objective to promote equality of opportunity in relation to the duties of the post.
18. Undertake any other duties that may reasonably be requested appropriate to the grade.

Please find below the key skills, experience and core behaviours required to undertake this post.

Technical Skills / Professional Qualifications / Relevant Education & Training

Key skills and experience

- Ability to use a computer; good knowledge of Microsoft operating systems such as Windows XP, Windows 7 or Windows 8 and good knowledge of the Microsoft Office suite of applications, preferably Word, Excel, PowerPoint and Outlook.
- Good communication skills - polite, patient and diplomatic with excellent customer service skills
- An excellent standard of written and spoken English with good attention to detail
- Ability to prioritise and effectively time manage
- Ability to work as part of a team as well as on own initiative.
- Ability to be a self-starter and actively seek work.
- An interest in the Visual Arts



Other Relevant Information e.g. working hours or desirables (only if applicable)

- An interest in learning more about First Aid and risk management processes.
- This is a full-time post, working 35 hours (5days) per week across a 7-day roster, between the hours of 7am and 1am.

Supporting Questions



Include everything you think is relevant to answer the supporting questions below illustrating your skills, knowledge and experience. Be as specific as possible, we cannot guess or make assumptions, but will assess your application solely on the information provided.

Please enter your answers to the following questions in the Supporting Statement section on the application form.

Question 1:

Why have you applied for this role?

Question 2:

What skills will you be bringing to the role?

Question 3:

What attracted you to the Barbican Centre?

Question 4:

Why are excellent communication skills important in this role?

Question 5:

What is your understanding of Visual Arts?