

JOB PROFILE  
and  
PERSON  
SPECIFICATION

WATTS GALLERY TRUST



**Job title:** Visitor Services Assistant

**Reports to:** Visitor Services Manager

**Hours:**  
22.5 Hours per week including  
Sundays and Thursday evenings.

**Contract Type:**  
One-Year Fixed Term  
3 June 2019 -2 June 2020

**Salary :** £19,000 – 23,000 per annum pro rata depending on experience

**Job Purpose:** This is an important role assisting in the day-to-day running of Watts Gallery – Artists' Village, a developing multi-site museum, gallery and estate in Compton, Guildford, founded by G F and Mary Watts in the late 19<sup>th</sup> century. The Visitor Services Assistant will share a rota of weekend, weekday and evening work as one of three Duty Managers. The Duty Manager role involves opening and closing the buildings, ensuring volunteer stewards receive a supportive and enjoyable volunteer experience, ensuring the safety of visitors and the collection and excellent visitor experience. The Visitor Services Team is one of three teams in the Public Programmes, Learning and Visitor Services Department and is responsible for the volunteer rota, volunteer events and visitor experience.

**Key Accountabilities:**

- Duty Management
- Volunteers
- Visitor Experience
- Health & Safety
- Public Events
- Evaluation and Reporting

**Main Duties & Activities:**

**Duty Management**

- Un-alarm, open, close and alarm buildings on the estate at weekends, including Watts Chapel.
- Un-alarm and prepare Watts Studios for opening hours daily.
- Work closely with the Estate and Facilities Manager to ensure the security of the estate and on reporting any health, safety or technical problems effecting visitors' experience.
- Lock and alarm buildings on the estate in the absence of the Estate and Facilities Manager at evening events and on weekends.
- Manage the Volunteer Stewards rota.

- Meet with the Front of House team at the start and the end of the day to brief on all activities and any issues. Support them to provide a smooth visitor experience, helping with queues and wayfinding.
- To ensure Volunteer Stewards know who their primary point of contact is and that they receive an excellent welcome and briefing before their shifts.
- Manage gaps in stewarding shifts by filling these with other volunteers or staff.
- Duty Manage evening events organised as part of the public programme.
- Keep radios and headphones charged up and ensure the upkeep of all High Vis Jackets and daily equipment is maintained.
- Ensure all keys are returned at the end of the day.
- Ensure all Family Trails and Self-Guided resources are checked weekly and maintained to a high standard.
- Be familiar with all Health & Safety policies including First Aid, Fire, Salvage Plan and Safeguarding and act as a First Response Safeguarding Officer when Duty Managing following relevant training.

### **Volunteers**

- Be the main point of contact for Volunteers when acting as Duty Manager
- Keep the volunteer stewarding rota up-to-date and filling gaps in good time by contacting volunteers.
- Keep the minibus rota up to date and arrange training with the Volunteer Events Manager.
- Print and display the Volunteer rota.
- Keep volunteer kitchens/cloakrooms in good order and refreshments fully stocked.
- Assist the Visitor Services Manager and the Learning team in the recruitment and appraisal of volunteers and the volunteer rota.
- Assist the Visitor Services Manager with inductions and training.
- Assist the Volunteer Events Manager with training and events for volunteers.
- Prepare, print, distribute and collate the annual Volunteer survey.

### **Visitor Experience**

- Assist the Public Programmes, Learning and Visitor Services Team with maintaining studio spaces and rooms used daily for workshops and events. Take particular responsibility for liaising with the Estates team to ensure spaces are clean, well-ventilated and heated, and pose no risk to visitors.
- Support the Adult Programme Assistant with the delivery of group visits, including meeting and greeting groups and setting up spaces.
- Alert departmental managers to any issues that impact visitors' experience.
- Contribute to visitor experience surveys and focus groups.

### **Public Events**

- Keep the Gallery Calendar up to date with all public activities.
- Support the Visitor Services Manager with executing all visitor services for public events, from risk assessments to car-parking.
- Support the delivery of evening events by ensuring visitors receive a safe and welcoming experience.
- Flexibility to work up to 12 extra paid dates to provide additional Duty Management support for weekends when heavy footfall is expected (e.g. Fairy Fair, Christmas Weekend, Surrey Residents' Day, Bank Holiday Weekends)
- Ensure the Front of House team are aware of all events and given appropriate support.

### **Finance**

- Record income and expenditure.
- Provide the Visitor Services Manager with reports as required.

## Evaluation and Reporting

- Keep accurate qualitative and quantitative data.
- Conduct visitor experience interviews, evaluation forms and focus groups.
- Contribute to writing reports and funding reports as required.

### Measure of Success:

- Confident duty managing with positive feedback from volunteers, the Front of House team and visitors.
- Regular positive feedback from volunteers and in the annual survey.
- Volunteer steward rota consistently filled.
- Health & Safety procedures followed.
- Smooth running of public events, including good communication with other teams.
- Visitors rate their experience highly.
- Visitor Services administration kept in good order, with data regularly recorded and reported.

### Skills & Experience

- Excellent communication skills with an ability to communicate with a wide range of people.
- Experience of working in a museum/gallery/ heritage setting or comparable busy public facing role.
- Good IT skills.
- Experience of working with volunteers preferred.

### Knowledge & Qualifications

- A relevant degree, NVQ or apprenticeship qualification, preferably in heritage or cultural studies.
- High Standard of written English and Numeracy

### Competencies

- Highly organised and able to plan ahead.
- Calm and methodical when managing multiple tasks.
- Ability to write and follow through a critical path and see a task through from start to end.
- Maintain a high level of productivity and self-direction.
- Display energy and enthusiasm for Watts Gallery – Artists' Village and inspire others.
- Interact effectively with a wide range of stake holders: Front of House, Volunteers, Estates Team, Visitors and Marketing.

To apply please send a CV and covering letter to Katherine Smith,  
Executive Assistant, via [admin@wattsgallery.org.uk](mailto:admin@wattsgallery.org.uk) by 9am Thursday 2 May 2019

Interviews will be held on Monday 13 May 2019.

Watts Gallery is fully committed to Equality and Diversity and welcomes applications from all sections of the community.