

Volunteer Gallery Host

Role title: Volunteer Gallery Host

Reporting to: Duty Managers (on duty) and General Manager

Area: Front-of-House

Role commitment: A minimum of two shifts per month is required. Shifts are generally 3 hours long.

DBS required? No

Minimum age? 18 years old

Overview: Volunteer Gallery Hosts play a vital role at Towner, proactively engaging with our visitors as well as helping us maintain a safe and secure environment within the gallery spaces. They are often the visitors' only interaction with Towner and therefore they play a crucial role in Towner's success. Volunteers also play an important role in our evacuation procedures and in ensuring the safety of artwork through proactive invigilation.

Key Tasks:

- Provide a warm welcome to visitors when they enter gallery spaces.
- Be alert to opportunities to engage with visitors - provide visitors with additional information and/or interpretation around the exhibition content/themes.
- Enforce our gallery rules and ensure any specific invigilation requirements relating to particular exhibitions are followed.
- Monitor the gallery space as well as our general visitor facilities and report any difficulties or defects (H&S, presentation standards etc).
- Keep a tally of visitor numbers.
- Actively monitor the gallery space to ensure the security of the gallery space and the artworks on display and report any concerns immediately.
- Demonstrate a sound and up-to-date knowledge of Towner's emergency procedures and be responsible for responding effectively to emergency situations.
- Promote Towner Membership, events and other areas of activities.
- Help us to deliver our 'Charity' message to visitors to encourage donations.
- Positively deal with visitor queries and feedback and ensure any feedback requiring follow up action is passed to Duty Manager.

- Participate enthusiastically in briefings and training sessions in order to support continuous service improvements and to maintain a good knowledge of our current and forthcoming programme.

Additional Tasks (Optional):

Volunteers will occasionally be asked to carry our visitor surveys within the gallery spaces or in our foyer spaces.

Other Tasks (General):

- Undertake any other reasonable duty as may from time to time be required by the General Manager or Duty Managers.
- Equal Opportunities & Diversity: To promote equality of opportunity in service delivery in all aspects of the role in line with our Equality Policy.
- Health & Safety: Comply with Towner's Health and Safety Policy & Procedures and participate fully in promoting a safety culture to protect the safety and health of themselves, colleagues, and other people affected by Towner's activities.
- Child & Vulnerable Adult Safeguarding & Protection: Comply with Towner's Child and Vulnerable Adults Safeguarding & Protection Policy and associated procedures.
- Environmental Sustainability: Contribute positively to our Sustainability Action plan; adhering to our policy of reduce, re-use and recycle.

Person Specification (Essential)

We will be seeking evidence of the following from your application form and/or at your interview:

- 18 years or over
- Be reliable and punctual
- Demonstrate excellent standards of customer service.
- Be willing to use a radio. This is essential to the role (training provided).
- Possess excellent communication skills, with a willingness to adapt communication style to suit the needs of different visitors.
- A proactive and alert attitude in all aspects of the role.
- Ability to work under minimal supervision.
- Calm under pressure - with confidence to direct visitors during an evacuation.
- Show a commitment to acquire and continually develop knowledge about Towner – its galleries, exhibitions and facilities.