

Job Description

Job title:	Casual Invigilator / Welcome Assistant
Grade:	CW2: £9.00 per hour (including holiday pay £10.09 per hour)
Department:	Arts
Report to:	Visitor Services Co-ordinator (Arts)
Location:	The Edge, University of Bath, Claverton Down, Bath BA2 7AY

The Edge

Art · Research · Adventure

The Edge is an arts and creativity hub informed by the context of the University of Bath. The centre offers an active environment for people from all walks of life, derived from arts-centric and research-linked approaches.

A year-round programme of exhibitions, performing arts presentations, talks, arts classes, family and community events provide experiences of educational, emotional and intellectual stimulus.

We are looking for enthusiastic individuals to join our friendly invigilation team responsible for offering an informative and welcoming experience for visitors to the exhibitions.

Working hours will vary and Casual Invigilators may be offered work on any day of the week (including weekends and evenings). The services provided to The Edge are on a casual basis for an hourly rate.

Duties and Responsibilities

- Invigilate all gallery spaces within The Edge – ensuring that the security of the artworks and the safety of patrons is not compromised
- Provide excellent and pro-active customer service, acting as an ambassador for The Edge
- Actively engage visitors and share information on current and forthcoming exhibitions, associated events and any other relevant information about the wider programme
- Opening and closing of the galleries, including turning on/off any Audio Visual related artworks and assist in the maintaining of a tidy and well-presented exhibition space
- Adhering to Health and Safety regulations, assisting visitors with access requirements and provide assistance to the public during evacuation procedures
- Manage visitors' use of the space; including prohibiting drinking, eating and photography where appropriate
- Undertake training and attend meetings as appropriate, providing feedback and comments to maintain high standards and assist with the continuous improvement of the visitor experience

- Record audience attendance figures and visitors' comments including directly solicited comments by way of conversation and informal tours where appropriate
- Deal politely with any visitor concerns or complaints and where necessary, report any incidents to the Duty Manager / Exhibitions Manager

Person Specification

Essential:

- Experience of working in a customer focused environment, facilitating excellent customer service
- Interest in contemporary visual arts and culture
- Experience and ability to work as an effective member of a team
- Ability to work on own initiative, highly motivated and pro-active
- Able to work effectively under pressure
- Excellent verbal communications skills, being able to use tact/diplomacy when required and confident speaking to a broad range of people
- Awareness of accessibility needs and requirements
- High standard of presentation

Desirable:

- Previous experience of working in a gallery or other public venue
- Previous experience of working or interacting with children and young people
- Foreign language speaker or sign language skills
- Practical knowledge of Health and Safety

Additional Information

All post-holders will be provided with branded T-shirts and lanyards to wear.

You will be required to work some evenings and weekends in order to support the exhibitions programme and you may be required to invigilate off-site exhibition spaces.

You will also need to attend group exhibition briefings led by the Exhibitions Manager and Visitor Services Co-ordinator. This is also an opportunity to meet and socialise with other Casual Invigilators.

Benefits include discounted entry to selected events at The Edge, regular social events and CPD/training opportunities where appropriate.

How to apply

Please complete an application form and email to: **Joshua Michael** jm2209@bath.ac.uk

Please complete all the sections, paying particular attention to the statement section and add 'Casual Invigilator Application' to the subject line of the email.

The Edge is an equal opportunities employer and welcomes applications from all sections of the community.