

GALLERY TEAM MEMBERS (FTC)

Full Time, 40 hrs per week
Fixed Term Contract, 6 months

THE WALLACE COLLECTION

The Wallace Collection is a national museum housing unsurpassed masterpieces of painting, sculpture, furniture, arms and armour, and porcelain. Built over the 18th and 19th centuries by the Marquesses of Hertford and Sir Richard Wallace, it is one of the finest and most celebrated collections in the world.

The Collection was given to the British nation in 1897 by Lady Wallace, so that it could be kept together and enjoyed by generations of visitors. It was an astonishing bequest and one of the greatest gifts of artworks ever to be transferred into public ownership. Today, we care for the collection through research and conservation, and preserve it for future generations. Our aim is to share the collection with as broad an audience as possible.

SALARY

London Living Wage.

LOCATION

The Wallace Collection, Hertford House, Manchester Square, London, W1U 3BN.

OVERALL PURPOSE AND ROLE

Gallery Team staff are responsible for ensuring the security and safety of the museum's collections, staff and visitors whilst providing a high level of customer service. The Gallery Team enforce fire, evacuation and health and safety procedures whilst maintaining high standards of presentation and performance in other areas ranging from providing help to the public to entrance access control.

In addition, the Wallace Collection is one of the most popular private hire venues in London and the Gallery Team staff are integral to the successful delivery of these events.

KEY RESPONSIBILITIES

General

- Protect the security of the Collection, its building and furnishings against all hazards.
- Maintain order by ensuring that all visitors conform to the expected standards of behaviour and conduct as set out in the Collection's regulations.

- Apply the necessary controls and procedures to protect the Collection's works of art from loss or damage.
- Ensure that visitors or contractors do not touch the exhibits.
- Protect the safety of visitors at all times and follow the procedures relating to fire safety and evacuation.
- Monitor crowd levels and visitor flow, implementing crowd management procedures as and when necessary.
- Enhance visitors' experiences by responding helpfully to queries from members of the public and offering assistance where necessary, including assisting the public and other enquirers in finding specific locations and facilities.
- Report and handle any incidents and concerns as they arise in the galleries.
- Positively and professionally represent the Collection to all visitors, ensuring uniforms are kept in good order and reporting any defects immediately.
- Support the daily operational needs of the Collection assisting as required across a range of visitor services including the cloakroom, Front Desk and Ticket Desk.
- Monitor contractors on site, enforcing Collection regulations and ensuring health and safety best practice is observed, reporting any incidents or concerns to the Gallery Team Manager and/or the Gallery Team Supervisor.
- Carry out light cleaning duties.
- Perform other reasonable duties assigned by the Gallery Team Manager and the Gallery Team Supervisor.
- Respond to all emergencies calmly and effectively within a timely manner.
- Respond to first aid calls (when trained).
- Contribute positively to improving visitor satisfaction.

Events

- Monitor the safe delivery of equipment through the galleries during event set up and pack down.
- Ensure the safety of the Collection is maintained throughout the course of the event.
- Assist and direct guests as required.
- Cover 'hot spots' during set up and pack down.
- Escort and invigilate contractors.
- Invigilate busy areas/assisting colleagues upon request and reporting concerns to the Gallery Team Manager/Supervisor or Event Manager.

KEY RELATIONSHIPS

Gallery Team Manager
 Gallery Team Supervisor

PERSON SPECIFICATION

Knowledge and Experience

- Experience of working within a security and/or customer facing role.
- General knowledge of health and safety and security issues.

Skills and Competencies

- Highly organised and excellent time management skills.
- Proven interpersonal skills with the ability to work cohesively within a team.
- A genuine interest in the security and preservation of the Collection's objects and the ability to provide a high level of service to its visitors.
- Demonstrate ability to deal calmly and confidently with demands from the public, including difficult situations, maintaining a professional and courteous manner at all times.
- Proactive with the ability to problem solve.
- Clear and effective communication skills with competency in documentation and report writing.
- Be able to adapt easily and approach situations with flexibility.

SALARY, BENEFITS AND WORKING HOURS

The Salary for this post is London Living Wage. The post holder will receive 34 days annual leave (including Bank Holidays) and 2.5 'privilege' days. Holiday entitlement will be pro-rated according to the length of fixed term contract.

Employees are also offered membership of the NEST pension scheme.

For this post, the normal working week, on average, is a five-day week in the period Monday to Sunday. The normal working day will be 9.30am to 5.15pm Monday to Sunday (with the exception of one Wednesday of every month which will be 8:30am to 5.15pm).

The work rota is based on a 7-week cycle pattern of rest days - Monday to Sunday.

Example:

GALLERY TEAM MEMBER
REST DAY PATTERN

R/D						
R/D	R/D					
	R/D	R/D				
		R/D	R/D			
			R/D	R/D		
				R/D	R/D	R/D
					R/D	R/D

HOW TO APPLY

Please complete the Application Form and the Equal Opportunities Monitoring Form, following the links provided. The Equal Opportunities Form is used for monitoring purposes only and does not form part of the selection process. Both forms should be emailed to recruitment@wallacecollection.org by 18/02/2024.

Please note that late applications or applications via a CV will not be considered.

Interviews for the role will take place week commencing 19/02/2024. Candidates who have been shortlisted for interview will be contacted after the closing date. Due to the large number of applications we receive, it will not be possible to contact or give feedback to candidates who have not been shortlisted for interview.

Start date: April

Appointment to the role is subject to a satisfactory Basic Disclosure check.

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