



## Gallery Team Members (Zero Hours)

The Wallace Collection is a collection of the fine and decorative arts formed in the eighteenth and nineteenth centuries by four successive Marquesses of Hertford and the 4th Marquess's legatee, Sir Richard Wallace. It was left to the British Nation in 1897 and opened as a national museum in June 1900 in Hertford House, Manchester Square, W1U 3BN, a grade II listed building in central London.

Internationally famous for its collection of French eighteenth-century art, European princely arms and armour and for its Old Master paintings, the museum is managed by the Director, Dr Xavier Bray. The Director reports to a board of Trustees appointed by the Prime Minister and is financed by a combination of grant-in-aid from central government and self-generated income. The Collection welcomes over 400,000 visitors a year.

### OVERALL PURPOSE AND ROLE

Gallery Team members are responsible for ensuring the security and safety of the museum's collections, staff and visitors and for providing a high level of customer service. The Gallery Team enforce fire, evacuation and health and safety procedures, maintaining high standards of presentation and performance in a range of areas from providing assistance to visitors and staff through to entrance access control to all areas of the Collection.

The Wallace Collection is also one of the most popular venues in London for celebrations and special events. Gallery Team members are integral to the successful delivery of these events, in addition to their day to day duties. For this current recruitment exercise the Collection is principally looking to recruit staff for evening events. These normally involve shifts starting at 5pm with end times being variable.

### RESPONSIBILITIES

General:

- To protect the security of the Collection, its buildings and furnishings against all hazards.
- To maintain order by ensuring that all visitors conform to the expected standards of behaviour and conduct as set out in the Collection's regulations.
- To apply the necessary controls and procedures to protect the Collection's works of art from loss or damage.
- To ensure that visitors or contractors do not touch the exhibits.
- To protect the safety of visitors at all times and to follow the procedures on

fire safety and evacuation.

- To monitor crowd levels and visitor flow, assist the public and other enquirers to find specific locations and facilities, report and deal with any incidents and concerns.
- To be polite and courteous to visitors at all times.
- To respond helpfully to queries from members of the public and offer assistance if necessary.
- To be smart and vigilant at all times and to give a good impression of the Collection to all visitors. To ensure uniforms are kept in good order and report any defects immediately.
- To assist in the cloakroom as requested.
- To be the first point of contact for visitors at the Front Desk as requested.
- To 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
- To carry out light cleaning duties.
- To perform other reasonable duties assigned by the Gallery Team Manager and the Gallery Team Supervisor.

#### Events

- Monitoring the safe delivery of equipment through the galleries during the events set up and pack down.
- Ensuring the safety of the Collection – in particular ensuring guests do not place their drinking glasses on any items of furniture etc.
- Directing guests as required.
- Covering 'hot spots' during set up and pack down.
- Escorting and invigilating contractors.
- Invigilating busy areas/assisting colleagues upon request.

#### Standards

- To represent The Wallace Collection in a professional manner at all times.
- Maintain good communication standards.
- To maintain high standards of appearance and approachability.
- Contribute positively to improving visitor satisfaction.
- Respond to all emergencies.
- Respond to first aid calls (when trained).

#### Knowledge and Experience

- Experience gained working within a security and/or customer facing environment.
- Knowledge of general health and safety and security issues.

#### Skills and Competencies

- Punctuality and reliability at all times.

- Understanding the importance and having the ability to work within a team to provide comprehensive security cover and a high quality visitor service.
- 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.
- Ability to deal calmly and confidently with demands from the public, including difficult situations, maintaining a professional and courteous manner at all times.
- Being proactive with the ability to problem solve.
- Clear and effective communication skills with competency in documentation and report writing.
- Able to adapt easily, being flexible and willing to learn.

#### Key Relationships

- Gallery and Front of House Team Manager
- Gallery and Front of House Team Supervisor

#### Remuneration

This is £10.20 per hour. For work that falls on a public holiday in England and Wales you will be paid £15.30 per hour. As this is a Zero Hours contract pay will be for the hours worked. The position also includes the provision of the equivalent of 5.6 weeks' paid holiday during each holiday year (including all bank holiday entitlements), calculated on a pro rata basis depending on the number of hours actually worked.

Deadline for applications: 17 June 2019

Date of interview: Last week of June 2019

To apply, please complete the Collection's application form on our website our website <https://www.wallacecollection.org/join-team/>

You should also complete the equal opportunities form for monitoring purposes. This information is in strict confidence and does not form part of the selection process.

Please note the Collection does not accept CVs.

If you have not heard within three weeks of the closing date, please assume that your application has been unsuccessful on this occasion.

*The Wallace Collection is an equal opportunities employer*