



Gallery Team Members (Zero Hours)

THE WALLACE COLLECTION

The Wallace Collection is an internationally outstanding collection which contains unsurpassed masterpieces of paintings, sculpture, furniture, arms and armour and porcelain. Built over the eighteenth and nineteenth centuries by the Marquesses of Hertford and Sir Richard Wallace, it is one of the finest and most celebrated collections in the world.

So that it could be kept together and enjoyed by generations of visitors, the collection was given to the British Nation in 1897. It was an astonishing bequest and one of the greatest gifts of art works ever to be transferred into public ownership. Today, our job is to maintain, research, and inspire the public to love and understand the Collection.

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 entertainment venues in London and the Gallery Team staff are integral to the successful delivery of these events.

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 relating to 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 assist at the Ticket Desk after appropriate training.
- 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

PAY AND WORKING HOURS

The post is offered on a zero hours contract at a rate of £10.75 (with an additional 12.07% for holiday pay) totaling £12.05 per hour.

HOW TO APPLY

Please complete the Application form, and the Equal Opportunities Monitoring form, following the links provided. Please note 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 midnight 6th October 2021.

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

Interviews for the role will take place week commencing 11th October 2021. 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.

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.

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