

## Job Profile comprising Job Description and Person Specification

### Job Description

<b>Job Title:</b> Gallery Front of House and Events Assistant (Casual)	<b>Grade:</b> Scale 3
<b>Section:</b> ECS Culture (Arts)	<b>Directorate:</b> Environment and Community Services
<b>Responsible to following manager:</b> Front of House Manager & Business Coordinator	<b>Responsible for following staff:</b> Overseeing volunteers
<b>Post Number/s:</b>	<b>Last review date:</b> September 2024

#### Working for the Richmond/Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

#### Job Purpose

The Environment and Community Services Directorate is divided into four divisions and this role is part of the Arts service which sits in the Culture division alongside Parks and sports.

The post holder will work closely with staff from across the council, within the arts service, partners, members of the public and members of outside organisations.

The vision of the Richmond Arts Service is to foster creativity and enjoyment of the arts, enabling people to reflect on their lives and develop new ways of seeing the world. We bring thought-provoking art to the Borough and cultivate a network of

individuals, organisations and programmes that nourishes the arts, local organisations and communities.

The Gallery Front of House and Events Assistant (Casual) is responsible for supporting the Front of House Officers in the day to day operations for the Arts service, including Orleans House Gallery, and maintaining public access to the site. They also provide on the day support for commercial hires.

The role requires staff members who have some experience of working in a public facing environment, enjoy meeting people and deliver excellent customer service. They should have the ability to work within agreed operational procedures.

### **Specific Duties and Responsibilities**

The post holder will report to the Front of House Manager and Business Coordinator. Supervision of tasks and duties will be carried out by the Front of House Officers.

The Gallery Front of House and Events Assistant (Casual) is responsible for supporting and maintaining safe public access to the Arts Programme, gallery exhibitions, workshops, events and hires. On occasion they may also be deployed to other venues or operational sites where we provide creative services.

The post holders will be expected to act as Assistant Duty Manager (ADM), taking responsibility for managing public safety, assisting in the opening and closing of the site and supporting the Duty Manager in emergency issues if required. They may take the lead in the delivery of a commercial hire, including room set up, vendor and guest liaison.

Whilst on duty they will:

1. Act as 'Assistant Duty Manager', with a supporting role in delivering daily public facing operations and maintaining safety of the site for staff and public.
2. Maintain day to day safe, secure operations that also allow for the delivery of focussed high quality and innovative creative engagement activities and ensure the safety and security of the Borough Collection and exhibiting artworks.
3. Ensure that the front desk, Stables Gallery and other key points are staffed, and all personnel (including volunteers) maintain safe communication and follow policy best practice on personal safety issues.
4. Maintain the presentation of the Orleans House site and building, and provide on the day support with commercial hire, including weddings. Responsible for room set up, vendor and guest liaison, and event break down.

5. Deliver excellent customer care to visitors and support volunteers in the delivery of excellent customer care. Dissemination of operational information to relevant personnel regarding the daily arts programme; exhibitions, building/site, room hire and events.
6. To work flexibly across the directorate and provide support and cover to other staff as required.

### **Generic Duties and Responsibilities**

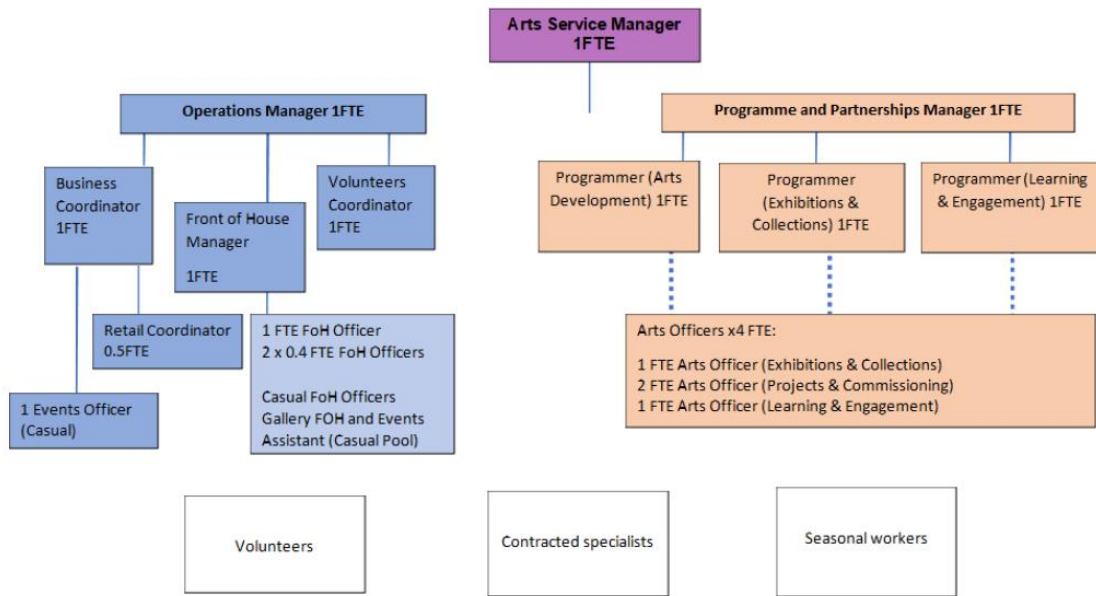
- To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated by the SSA's policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.
- The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

### **Additional Information**

This is a casual role with hours available on an ad hoc basis. We anticipate around 15-30 hours will be available per month, including weekends, evening and bank holidays. Both the establishment staff and other support staff and volunteers work across flexible hours.

This role will require an up to date emergency first aid qualification. This training could be supplied after appointment to the post. Other role specific training will also be given, including Manual Handling and Safeguarding Level 1.

### **Team structure**



## Person Specification

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<b>Responsible to:</b> Front of House Manager & Business Coordinator	<b>Responsible for:</b> Supervision for volunteers
<b>Post Number/s:</b>	<b>Last Review Date:</b> September 2024

### Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across the SSA and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
Knowledge of operational systems that enable the smooth delivery of services, for example using a point of sale system.			A / I
Knowledge of good practice relating to manual handling.			A
Experience	Essential	Desirable	Assessed
Experience of working in a public facing role.	x		A / I
First aid at work qualification (Could be secured post appointment).		x	A

Skills	Essential	Desirable	Assessed
Ability to communicate clearly and effectively with a wide range of individuals and customers.	x		A / I
Ability to set up, use and communicate to others, the basic equipment we use (including IT).	x		A
Ability to set up rooms, including moving equipment and the application of safe manual handling.	x		A
Ability to work independently and as an effective team member using own initiative.	x		I
Ability to adapt to changing priorities, contexts and deadlines.	x		A / I
Qualifications	Essential	Desirable	Assessed
First Aid at work qualification (could be secured post appointment).		x	A / C

**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**