



NEWLYN ART GALLERY & THE EXCHANGE

JOB OUTLINE: VISITOR EXPERIENCE OFFICER

Job Title	VISITOR EXPERIENCE OFFICER
Salary	Band 5 £20,315 - £24,257 pro rata
Employment term	Part-time
Days / hrs of work	30 hours / 4 days per week, to include Saturdays
Line Manager	Visitor Experience Manager

PURPOSE OF THE VISITOR EXPERIENCE OFFICER :

The Visitor Experience Officer will support the Visitor Experience Manager in providing excellent front of house customer service for Newlyn Art Gallery & The Exchange. They will assist the Visitor Experience Manager and work with the Café Manager in co-ordinating the staff and volunteers in customer-facing areas of the organisation, to ensure every visitor to Newlyn Art Gallery & The Exchange has an engaging and positive experience. With the Visitor Experience Manager they will have a focus on the retail section of the organisation and work closely with the finance team to ensure targets are being met, merchandise is being ordered and till systems kept up to date. They will also ensure that the merchandise and shop displays looks their best, and that the team of volunteers are informed and confident in communicating information about the gallery and its programme.

They will be a people-person, sociable, with great organisational skill, able to manage a diverse team of volunteers and a varied workload, and have a positive, can-do attitude.

TO SUMMARISE, THE JOB OF VISITOR EXPERIENCE OFFICER INVOLVES:

- Daily Duty Manager tasks
- Supporting and co-ordinating the volunteer team
- Ensuring the delivery of excellent customer service
- Budgetary responsibilities for gift shops, cafés and art selling space
- Line management responsibilities for volunteer team
- Working closely with the Café Manager to ensure the smooth running of the second café operation.

WE ARE LOOKING FOR SOMEONE WHO:

- Is people focused and enjoys working in a practical and hands-on way (E)
- Has excellent attention to detail and great organisational skills (E)
- Has good communication skills (E)
- Has good administrative skills and a working knowledge of Microsoft Office (E)
- Has excellent customer service skills (E)
- Is able to work independently, with support where required (E)
- Is able to inspire and influence a team of people (E)
- Has a positive attitude to the work of Newlyn Art Gallery & The Exchange and is enthusiastic about the ability of the arts to inspire, delight and bring about positive change (D)
- Has experience working with a team of volunteers (E)
- Has retail experience (E)
- Has a passion for contemporary art (E)

E – Essential - *We expect all applicants to demonstrate these to make it to the interview shortlist*

D – Desirable - *Demonstrating these would significantly strengthen your application*

To apply for this job, please complete the attached application form.

Good luck with your application.



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