

NERVE VISUAL

Nerve Visual - Gallery Invigilator (Casual role)

Reporting to: Project Officer
Location: Nerve Visual, Eighty81, Ebrington Derry~Londonderry
Rate of Pay: National Living Wage
Period of post: January 2019 – ongoing

Closing date: *Thursday 13 December 2018, 12PM*

We are looking for exceptional people to join our team of Gallery Invigilators in Nerve Visual from January 2019.

As an invigilator you will provide a welcoming and informative experience for gallery visitors whilst providing an important role in maintaining security of the art work and safety of all visitors and staff.

You will be a proactive, flexible and motivated individual who is dedicated to providing the ultimate customer experience. You will be as confident interacting with individuals as you are managing large groups.

You must be reliable attending shifts you have been assigned. Excellent timekeeping is extremely important in this role.

This is a casual position with shifts subject to availability and exhibition activity.

To apply please email an updated CV and cover letter detailing your relevant experience with the subject line 'Gallery Invigilator', and monitoring form to recruitment@nervecentre.org before Thursday 13 December 2018, 12PM.

Interviews will take place W/C 17 December 2018.



This project has been supported by the EU's PEACE IV Programme, managed by the Special EU Programmes Body (SEUPB)

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Summary of duties:

- To be responsible for welcoming visitors into the Gallery, handling queries, monitoring the space, and handing out gallery exhibition guides and provide basic information about artwork
- Dealing with general customer queries, complaints and feedback as they arise, resolving the issues and following up as necessary providing the visitor with a positive experience
- To keep a record of visitor attendance and capture evaluative information from visitors
- Manage the setting up and shutting down of the exhibition, including turning on/off video work, replenishing exhibition guides etc
- Monitor the gallery to ensure that the artwork on display is safe and secure at all times
- Maintain a tidy and well-presented gallery e.g. general cleaning and maintenance
- Manage visitor's use of the space (including prohibiting drinking, eating, photographing artwork etc)
- To assist with maintaining the very high standards of customer service and appearance required in the Gallery areas
- To attend relevant meetings and training as required
- To maintain security throughout the building, including closing the gallery at the end of the evening
- Compliance with Health and Safety, ensuring all emergency and evacuation procedures, training records and venue checking procedures are adhered to.
- To be aware of and work in line with all risk assessments
- Carrying out any other duties as deemed appropriate by the Project Manager

Person Specification:

Essential

- Highly motivated and passionate about contemporary visual arts
- Experience of working with the public in a paid or voluntary capacity
- Excellent communication and customer service skills
- Knowledge of Microsoft office including excel
- Ability to work in a team and on own initiative
- Enjoy working in a visitor-facing role and be able to engage with the public
- Committed and focused approach to work
- Reliable and confident

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Desirable

- Experience of reception, retail or other customer service roles
- Previous experience in invigilation/ gallery work
- Educated to A Level standard or equivalent
- Awareness of access issues and disability awareness
- Awareness of Health & Safety issues
- First Aid training

Personal Qualities:

- An enthusiastic and friendly attitude and willingness to help
- Well-presented, positive and versatile with excellent spoken communication skills
- Attention to detail and accuracy
- Flexible attitude and proactive approach to work
- Ability to work unsupervised and to own initiative

Other Requirements:

- Ability to work evenings and weekends as required.
- Flexibility to attend training sessions when required.

Equality statement: The Nerve Centre Ltd is committed to the promotion of equality of opportunity in employment and the elimination of discrimination or harassment on the basis of sex, marital status, religious and political belief.