

Visitor Experience Team Leader Candidate Pack

The Serpentine Galleries

The Serpentine inspires the widest audiences with the ideas of our time by championing the possibilities of art, architecture and design. Presenting pioneering exhibitions for almost half a century, we provide an open platform for experimentation and challenge expectations of where art can be encountered and by whom.

As one of the most visited art institutions in the UK and the world, we have a strong cross-disciplinary purpose and are committed to presenting the best in contemporary creative practice. We are pioneers in sector-leading learning, outreach, digital and live programmes. Actively re-imagining our galleries for the 21st century, we are working to engage the broadest most diverse audiences globally using the power of digital innovation. Connecting to communities across London and internationally is central to all that we do.

The Role

The Team Leader manages the smooth operation of the Galleries, motivating and leading the Team in the delivery of the Serpentine Gallery Experience. This is a hands on, operational role.

JOB DESCRIPTION

Job Title:	Visitor Experience Team Leader
Department:	Visitor Experience
Main Purpose of the Job:	Lead the Galleries Experience Team to: <ul style="list-style-type: none">• Provide a welcoming and enriching visitor experience.• Enhance the Galleries reputation as a visitor attraction.• Inform visitors about exhibitions and the Pavilion.• Encourage donations from visitors.• Represent and communicate the Galleries' vision.• Ensure the safety and security of the Gallery Buildings.
Reports To:	Visitor Experience Manager
Direct Reports:	Gallery Hosts and Visitor Experience Assistants
Liaises with:	All levels of contact, internal and external

MAIN DUTIES:

Team Leadership:

- Manage the delivery of the Serpentine Galleries Experience.

- Motivate the Team to deliver an enriching and welcoming visitor experience.
- Allocate daily tasks and duties.
- Manage the staff rota to cover absences, ensuring daily staffing levels are in place.
- Ensure standards of timekeeping and presentation are upheld.
- Provide full Team briefs on exhibitions, ensuring artwork is protected from damage.
- Report on donations, sales, incidents, handovers, and attendance.
- Conduct performance reviews and return to work meetings.
- Assist in the recruitment of new staff for the Team.
- Induct and train new starters.
- Cover minimal breaks for the Team as and when required.

Visitor Experience

- Maintain up-to-date knowledge about the Galleries and events.
- Be the first point of contact for visitor queries.
- Encourage visitors to attend both Galleries.

Events:

- Supervise and lead the Team during morning and evening events.
- Ensure that operations run smoothly, artworks are invigilated, and Health and Safety standards are maintained.
- Liaise with the Public Programmes, Events and Exhibitions teams to ensure that events run smoothly.

Building Management:

- Responsible for Gallery building security, including; opening, locking and securing the buildings, on weekends and during events.
- Responsible for the Health and Safety of the Team and visitors.
- Fire Marshall Responsibilities.
- Ensure the secure handling of keys, change, floats and takings.
- Ensure the security of artwork and report any incidents.

Retail and Donations:

- Working with the Visitor Experience Manager, set and monitor sales and donation targets.
- Motivate the Team to proactively encourage donations.
- Responsible for cash handing and cashing up, signing off and monitoring stock levels.
- Ad hoc stock taking duties.
- Deal with deliveries of catalogues and merchandise.

Training and Development:

- Attend Seasonal Induction Days and Curator Tours
- Develop and train the Team to maximise sales and donations.
- Develop and run monthly incentive schemes for the Team.
- Develop and train the Team to run tours for visitors, working with departments to produce tour notes.
- Plan, develop and deliver training for the team, in collaboration with the Visitor Experience Manager.

Other Duties:

- Any other activities as are necessary for the smooth operation of the Team and Service.
- Assist the Visitor Experience Manager with ad hoc projects, reports, procedures.

PERSON SPECIFICATION

Essential

- Experience managing, leading and motivating a team.
 - Substantial experience working in a customer-facing environment.
 - Experience of delivering an excellent customer service.
 - Experience of delivering and coordinating training.
 - Excellent time management, planning and organisational skills.
 - A clear and effective communicator, verbally and in writing.
 - Effective interpersonal skills to forge and develop strong work relationships with people at all levels across the organisation.
 - Excellent IT and administration skills.
 - Aptitude to work on own initiative and as a member of cross-functional teams.
 - Ability to maintain confidentiality and discretion.
 - Ability to use own initiative effectively.
 - Flexibility to work mornings, evenings, weekends and bank holidays.
 - Interest in contemporary art is a bonus.
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GENERAL INFORMATION

Salary

Working 4 out of 7 days on a rota basis, the salary is £20,101 per annum pro rata (80% of the full time equivalent £25,126 per annum).

Hours

Normal working hours are 9.30am to 6.30pm including weekends and Bank Holidays.

The jobholder is expected, within reason, to work such hours outside these periods as are necessary for the proper fulfilment of the role.

There is also the possibility of extra shifts when available.

Events

The Galleries hold morning and evening events throughout the year, predominantly in the summer.

Morning events can start as early as 07:00 and evening events can finish as late as 23:30. Event cover will operate on a rotational basis.

Training

Attendance at Seasonal Induction Days and Curator Tours is a mandatory requirement of the post.

Duration of Appointment

Permanent.

Probation

Appointments are subject to a three-month probationary period.

Annual Leave

The annual leave entitlement is 33 days, including 8 Bank Holidays, per annum pro rata.

Pension

Participation in the Serpentine's auto-enrolment pension scheme.

Other Benefits

Other benefits are available upon successful completion of the probationary period.

Closing Date

The closing date for applications is **midnight Thursday 20 June 2019**.