

MK Gallery

September 2017

Dear Enquirer

Vacancy for Visitor Experience Assistant

Thank you for inquiring about the above opportunity. The closing date for receipt of applications is 10am on Monday 2 October, and interviews will be held at MK Gallery on Thursday 12 October. Please indicate clearly in your application which shifts you are interested in/whether you are interested in joining our pool of casual workers.

Enclosed you will find:

- MK Gallery general information
- Job description and person specification
- Outline terms and conditions of employment
- Tips for completing your application
- Recruitment Monitoring Form

The application process for this post is by CV and written statement. Your CV and written statement will be judged against the person specification, which is the list of requirements for this post. You should ensure your application addresses each point of the person specification, giving details of the relevant skills and experience you have in each of these areas. Please also complete and return the Recruitment Monitoring Form. This form is managed wholly separately from your application and the information you provide is only used to gauge how effective we are in being open and inclusive.

Commitment to equality and diversity

MK Gallery aims to have a workforce that represents a variety of backgrounds and cultures and can provide the relevant knowledge, abilities and skills for the organisation.

Anyone who meets the requirements of this job is eligible for employment within MK Gallery irrespective of age, disability, employment status, gender, health, marital status, sexual preference, membership or non-membership of a trade union, nationality, race, religion, social class or other non-job-relevant personal characteristics.

We make every effort to eliminate discrimination, direct and indirect, from our recruitment and selection process. Where applicable, reasonable adjustments will be made at each stage of the recruitment and selection process as required to reduce any potential barriers faced by applicants and to give them equal access to employment opportunities. If you need this application pack in a different format or would like to submit your application to us in a different way, e.g. by video or sound file please contact me on 01908 558321, kchadwick@mkgallery.org or at 3 Theatre Walk, Central Milton Keynes, MK9 3PX.

MK Gallery is committed to the Disability Confident employer scheme. Where a disabled applicant meets the essential criteria within the person specification for any of the Gallery's vacancies, he or she will be guaranteed an interview.

Due to the high volume of applications we receive, we are unable to make individual responses to applications. If you have not heard from us by three weeks after the closing date you should assume you have not been shortlisted.

If you have questions, or would like an informal chat about the role, please get in touch. We look forward to receiving your completed application and thank you for your interest in the vacancy.

Yours faithfully,

Kate Chadwick
Deputy Director

01908 558321 kchadwick@mkgallery.org

MK Gallery

General information for applicants

MK Gallery is a registered charity and limited company. It is situated just 30 minutes by train from central London. MK Gallery has had over 350,000 visitors since it launched, and is regarded as one of the UK's major contemporary art venues. For more details, visit www.mkgallery.org.

MK Gallery has embarked on a £12 million capital project to extend the gallery building, enabling it to build audiences, develop sustainable revenue streams, and to respond to cultural need in the city and region – Milton Keynes is among the fastest growing urban areas in the country. We will reopen in spring 2019 with doubled exhibition spaces for historic and modern art, a multi-purpose auditorium, dedicated learning spaces and a new café and retail offer.

MK Gallery's vision is to provide access to high quality, innovative and thought-provoking art from around the world and through our programme, stimulate participation and debate, and building relationships between artists and audiences.

MK Gallery has three core values that support its vision:

- Quality - By championing excellence we seek to raise ambition and build confidence.
- Diversity - We welcome and actively support inclusivity.
- Opportunity - We are a platform for the development and exchange of art and ideas.

To deliver these values the Trustees set themselves strategic objectives for the year across five priority areas: Audiences, Artists, Enrichment, Place and Sustainability. In 2016-17 MK Gallery contributed to the achievement of these objectives in the following ways:

Audiences

MK Gallery sustained its pre-closure audience numbers from 2015/16 through increased outreach work and further development of its events and learning programmes engaging with over 27,000 people.

MK Gallery also continued to develop a dialogue with audiences through its digital programmes with visits to its website up by 15%.

Artists

MK Gallery further increased opportunities for artists to develop their practice by appointing 20 new Associate Artists. They directly contribute to the development, design and delivery of all learning activity to activate and inspire audiences.

MK Gallery's Scratch Nights provided more than 50 opportunities for emerging artists to take risks, test new ideas and share opinions and ideas with others.

Enrichment

MK Gallery's family programme has grown by 28% compared to 2015/16 offering a total of 182 family focused sessions.

MK Gallery's Green Town Group project supported 108 Key Stage 1 pupils to achieve their Arts Award Discover in July 2016.

Place

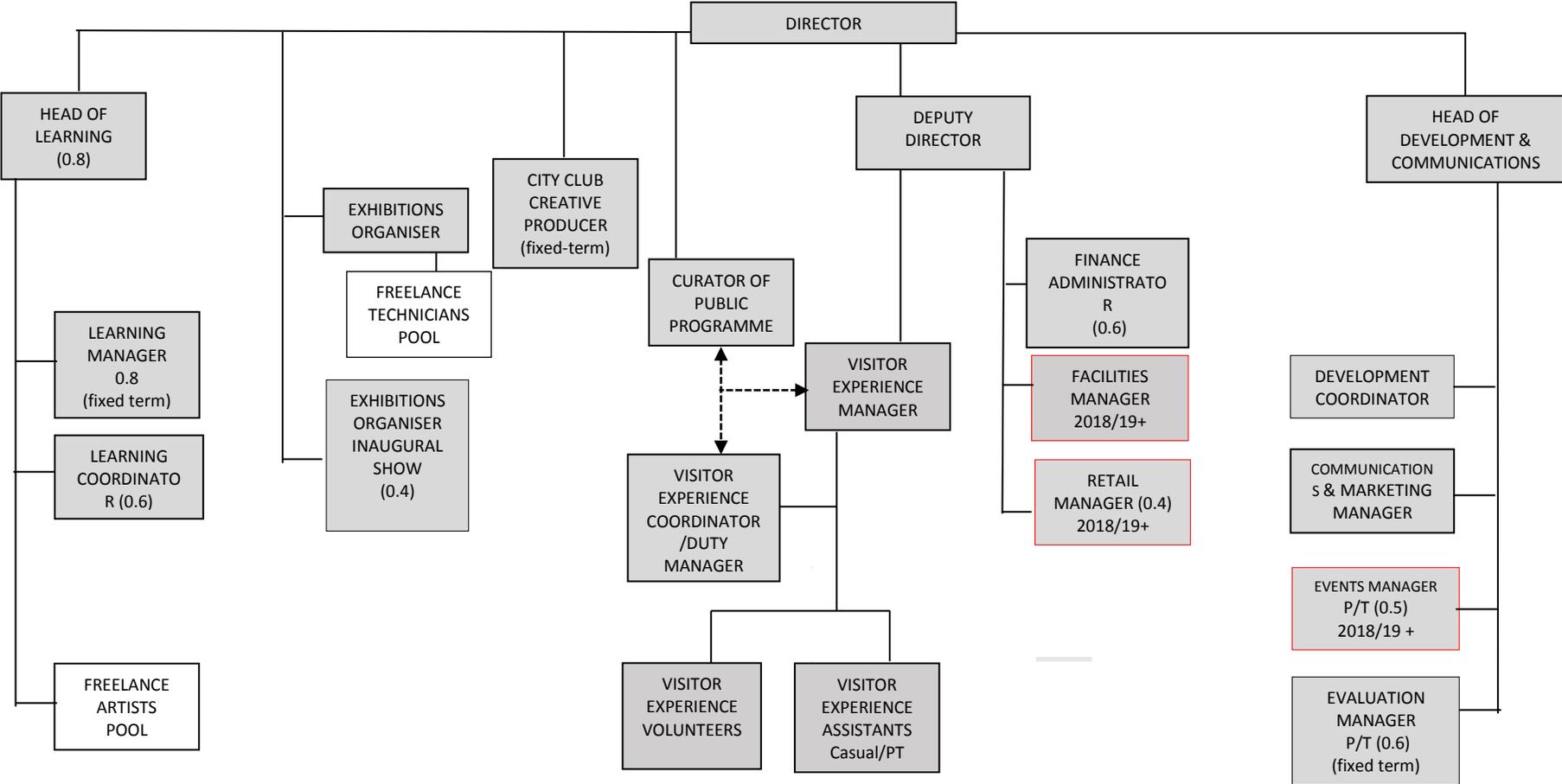
MK Gallery's city-wide City Club programme was launched this year and strong new partnerships were developed with The Stables, Bletchley Park, On the Verge and Milton Keynes Arts Centre amongst others.

Bedfordshire based artist Andy Holden's installation in Milton Keynes Shopping Centre based on a series of staged photographs of young couples kissing against iconic public sculptures in Milton Keynes was viewed by over 5000 visitors.

Sustainability

2016-17 saw further progress in the delivery of MK Gallery's capital plans. A procurement process started in October 2016 to secure a contractor for the main building programme and a planning application was submitted in February 2017.

MK Gallery Staff Structure



*All Gallery employee posts are full time unless otherwise stated

MK Gallery

Job Description

Post: Visitor Experience Assistant

Hours: Various shifts available

Accountable to: Visitor Experience Manager

Salary: £8.45 per hour

Summary

Visitor Experience Assistants support the delivery of all visitor services and building operations at MK Gallery including box office, retail and events. They also support the implementation of health & safety policy across the site, under the supervision of the Visitor Experience Manager.

Main Duties and Responsibilities

1. Visitor Experience

- Deliver an excellent visitor experience across the Gallery site ensuring the highest possible standard of customer service at all times.
- Have a clear understanding of your role and responsibilities and be ready and able to operate in a friendly, professional and efficient manner.
- Work closely with volunteers to deliver excellent visitor focused services.
- Support the delivery of a commercial approach to front of house working to ensure that box office and membership sales are maximised.
- Undertake evaluation data capture and customer questionnaires and ensure customer, attendance and evaluation data is collected and reported as required.
- Cash up, record and bank all monies received on a daily basis as required.
- Support the practical organisation and physical set-up/take down of Gallery events including film, live music and spoken word events, meetings and previews with the support of the Visitor Experience Manager and Visitor Experience Coordinator.
- Discuss the Gallery's exhibitions and events with members of the public and deliver short, informal tours (training will be provided.)
- Support the achievement of annual visitor targets.

2. Building management/operations

- Ensure that the public areas of MK Gallery's premises are clean, secure and welcoming for staff and visitors at all times.
- Support the Visitor Experience Manager in managing the maintenance of the site (with the support of external contractors).
- Monitor site security, climate control and heating systems and ensure that all incidents are reported and acted upon as necessary.

3. Health & Safety

- Support the Visitor Experience Manager in delivering Health & Safety policy within the organisation.
- Ensure that accidents are appropriately recorded and reported.
- Ensure that problems with or damage to specialist equipment is recorded and reported.
- Undertake risk assessments as directed by the Visitor Experience Manager.

- To act as a key-holder for the Gallery and related spaces as required.
- To act as a duty Fire Officer and First Aider as required.

4. General

- To undertake any other duties as may be reasonably required by the Visitor Experience Manager or Deputy Director.
- To carry out the responsibilities of the post with due regard at all times to the MK Gallery policies and procedures on Health and Safety, Security, Child Protection, Equality and Diversity, at all times.
- To provide his/her own clerical support.

Level of Working Contact

All Milton Keynes Gallery staff and volunteers

MK Gallery visitors/general public

Shop suppliers and catalogue distributors

Office suppliers and maintenance contractors

MK Gallery catering provider and staff

Hirers and promoters

Artists, staff of other arts organisations, practitioners in the arts and other professional arts contacts

MK Gallery

Person specification: Visitor Experience Assistant

	Essential	Desirable	Evidence
Qualifications		A recognised qualification in customer services from a recognised body. Qualified first-aider	Application Form/Certificates/ Interview
Knowledge	Knowledge and interest in art, music, film, literature or other contemporary culture		Application form/ Interview
Skills	Excellent time management and organisational skills and ability to manage multiple priorities Ability to communicate with a broad range of people verbally and in writing IT skills including confidence in MS Office Software	Ability to do daily/weekly cash and sales reconciliations Ability to set up audio visual and other technical equipment	Application form/ Interview
Experience	Experience of working in a customer focused role Experience of handling cash Experience of managing difficult situations e.g. dissatisfied customers	Experience of working with ticketing, EPOS and data management systems Experience of setting up spaces for live events including music and spoken word Experience of working in a retail or general sales environment Experience of giving talks or presentations to groups of people	Application form/ Interview
Behavioural and characteristics	Confident and personable, able to develop rapport with a wide range of people Proactive, takes the initiative, independent thinker/problem-solver Tactful and diplomatic		Application form/ Interview
Equal Opportunities	Understanding and commitment and ability to carry out duties in accordance with equality and diversity policies		Application form/ Interview

MK Gallery

Outline Terms and Conditions of Employment

Summary

This summary contains the general conditions of employment. On offer of employment fully detailed conditions of employment will be issued.

Post	Visitor Experience Assistants
Name of employer	MK Gallery, a registered educational charity
Place of work	MK Gallery 3 Theatre Walk Milton Keynes MK9 3PX
Contract	Permanent, various shifts available (Friday 11.45am – 8pm, Friday 5pm – 10pm, Saturday 10.45am – 8pm.) Opportunities to join our pool of casual shift workers are also available. A separate set of terms and conditions apply to casual roles.
Pension	Stakeholder pension scheme (3% employer contribution)
Hours of work	Shift dependent
Holiday entitlement	25 days per annum (pro rata equivalent) 8 bank holidays (pro rata equivalent)
Notice period	1 week in writing on either side during probationary period 4 weeks in writing on either side thereafter

MK Gallery

Information for applicants

Application process

Your written statement plays an important part in the selection process; both as a tool in helping us to shortlist candidates for interview, and as a basis for the interview itself. The following advice is designed to help you complete your statement as effectively as possible.

Read the job description

- Each post advertised has a full job description. This job description describes the activities of the post in detail and may also include information on the type of qualities we expect of the post-holder.
- Ensure that you have read the job description before you begin to write your statement.

Analyse the job description

- Look at the activities of the post. Ask yourself why you are interested in this post.
- Ask yourself why it would be a good career move for you – it might be a promotion which would enable you to gain more responsibility or enhance your skills, or a sideways move intended to broaden the range of your skills and experience

Consider your experience

- Think about any evidence you have at your disposal which you can use to prove you have the necessary skills, knowledge and experience
- Explaining your current (and previous) jobs to someone else may help you uncover 'hidden' skills that you take for granted. You may also want to consider any voluntary or unpaid work experience which you've completed or experience gained via a role of responsibility in one of your leisure pursuits.
- Think about the 'real-life' examples that you might give to help the selectors get a clearer picture of the range of your experience.

Employment history

- Write out your career history. Do not go into too much detail but make sure you explain the main features of each job that you have had. Check that the dates are correct and in the right order.
- Explain any gaps in your career history.

Please submit your CV and statement and recruitment monitoring form by 10am on 2 October to Kate Chadwick, Deputy Director, MK Gallery, 3 Theatre Walk, Central Milton Keynes, MK9 3PX. Or email to kchadwick@mkgallery.org

Please indicate on your application which shifts you are interested in/whether you are interested in joining our pool of casual workers.

MK Gallery Recruitment Monitoring Form

The data on this form is used for statistical purposes to provide MK Gallery with information for its annual statistical returns to Arts Council England and to monitor the performance of its Equality Policy. Any reports produced using this information are anonymised. Any information given on the form is treated in the strictest confidence and is not used as part of any selection process.

Name		Date	
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1. Disability

The Equality Act of 2010 defines disability as: "a physical or mental impairment with long term, substantial adverse effects on ability to perform day to day activities." Below is a list of impairments that would be considered a disability. It is not an exhaustive list and is given for guidance only.

- Hearing, speech or visual impairments. (If you wear glasses or contact lenses this is not normally considered a disability).
- Co-ordination, dexterity, or mobility e.g. spinal cord injury, back problems, repetitive strain injury.
- Mental health e.g. depression, anxiety, schizophrenia, bipolar, autism.
- Learning disabilities e.g. Down Syndrome.
- Other non-visible conditions e.g. diabetes, epilepsy, arthritis, heart disease, asthma, cancer, facial disfigurement, sickle cell, dyslexia etc.

Do you consider yourself to be disabled?

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Prefer not to say	<input type="checkbox"/>
If Yes do you have:	Visual Impairment			Cognitive or Learning Disability	
	Hearing Impairment/Deaf			Mental Health Condition	
	Physical Disabilities			Other long term/chronic conditions	

2. Caring

A carer is anyone who provides unpaid care for a friend or family member who due to illness, disability, or a mental health issue cannot cope without their support.

Are you a Carer?

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	Prefer not to say	<input type="checkbox"/>
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3. Gender Identity.

(Please tick one of the boxes.)

	Male (including female to male trans. men)	<input type="checkbox"/>	Female (including male to female trans. women)	<input type="checkbox"/>
	Non-Binary (e.g. androgynous)	<input type="checkbox"/>	Prefer not to say	<input type="checkbox"/>
	Other (please specify)	<input type="checkbox"/>		

4. Gender Orientation.

(Please tick one of the boxes.)

	Is your gender the same as the gender you were assigned at birth?			
	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Prefer not to say <input type="checkbox"/>	

5. Sexual Orientation. (Please tick one of the boxes)	Bi-sexual	<input type="checkbox"/>	Gay Man	<input type="checkbox"/>	Heterosexual/ Straight	<input type="checkbox"/>	Gay Woman/Lesbian	<input type="checkbox"/>
	Other (please specify)			<input type="checkbox"/>	Prefer not to say			<input type="checkbox"/>

6. Marital Status. Please tick one of the boxes.	Civil Partnership	<input type="checkbox"/>	Living with a partner	<input type="checkbox"/>	Single	<input type="checkbox"/>	Married	<input type="checkbox"/>
	Divorced	<input type="checkbox"/>	Separated	<input type="checkbox"/>	Widowed	<input type="checkbox"/>	Surviving Civil Partner	<input type="checkbox"/>
	Dissolved Civil Partnership	<input type="checkbox"/>	Other (please specify)			<input type="checkbox"/>	Prefer not to say	

7. Ethnicity	
UK citizens can belong to any of the following categories as this question does not relate to nationality. These are the official UK Census 2011 categories	
Which box best describes your ethnic origin?	
Asian or Asian British <input type="checkbox"/> Indian <input type="checkbox"/> Pakistani <input type="checkbox"/> Bangladeshi <input type="checkbox"/> Chinese <input type="checkbox"/> Other Asian background (please specify)	
Black or Black British <input type="checkbox"/> Caribbean <input type="checkbox"/> African <input type="checkbox"/> Other Black background (please specify)	
Mixed or multiple ethnic groups <input type="checkbox"/> White and Black Caribbean <input type="checkbox"/> White and Black African <input type="checkbox"/> White and Asian <input type="checkbox"/> Other mixed/multiple background (please specify)	
Other Ethnic Group <input type="checkbox"/> Arab <input type="checkbox"/> Other ethnic group (please specify)	
White <input type="checkbox"/> British <input type="checkbox"/> Irish <input type="checkbox"/> Gypsy or Irish Traveller <input type="checkbox"/> Other White background (please specify)	
<input type="checkbox"/> Prefer not to say	