



About //

Southwark Park Galleries (managed by the [Bermondsey Artists' Group](#)) is a non-profit contemporary art gallery and registered charity, set across two contrasting spaces in the heart of Southwark Park, Bermondsey.

Over the past 37 years, we have commissioned over 450 free exhibitions by emergent, overlooked and established British and international artists. Southwark Park Galleries is an Arts Council England National Portfolio Organisation. We exist to champion creative practice across all disciplines, supporting the careers of both artists and curators alike.

Role Description: Front of House (Freelance, casual)

In this role, you will warmly welcome all visitors to our galleries, be an informed member of our small team and act responsibly to ensure the safety of artworks on display.

Working hours will vary, Front of House members may be offered shifts to work any day of the week, but the majority of available hours will be between Wednesday and Sunday during exhibitions/public opening hours.

Accountability //

The Front of House team is managed by the Gallery Manager

Duties and Responsibilities //

Visitor Services

- Welcoming all visitors to our Galleries and provide excellent customer service for each and every individual.
- Dealing with all enquiries and giving information on all aspects of Southwark Park Galleries, including current and forthcoming exhibitions, public and education events and activities, the buildings and our history.
- Actively encouraging visitors to complete an Audience Agency questionnaire.

- Selling limited editions, publications and other merchandise in our shop at Lake Gallery and providing information for Own Art enquiries.
- Actively promoting charitable donations
- Actively encouraging visitors to sign up to our mailing list.

Invigilation //

- Adhering to guidelines and policy to ensure the safety of the public whilst on site.
- Invigilating all gallery spaces act to ensure the safety and security of all artworks on display.
- Assisting in general cleaning and maintenance as required.
- Helping with basic setup of events, private views and gallery hires.
- Adhering to health and safety regulations in the Galleries and assisting the public in evacuation situations in accordance with evacuation procedures (training provided).
- Informing the Gallery Manager immediately of any damage to the building or artwork and any other emergencies that may occur.

Front of House //

- Ensuring that all public and staff areas across both sites are kept clean and tidy.
- Ensure that material is readily available and attractively displayed for visitors.
- Recording visitor attendance and feedback

Other

- Any other duties as directed by the Gallery Manager, Assistant Director or Director.
- Attending training and meetings as appropriate.
- Upholding and promoting our core policies, values and mission (issued to all new members of the team upon appointment).

Personal Specification //

Essential

- Excellent communication and customer care skills
- Interest in, and knowledge of contemporary visual culture
- An engaged positive attitude in the activity of Southwark Park Galleries
- High levels of professionalism
- 18+ years old

Desirable

- Experience of reception, retail or other customer service role
- Living in South east London

Conditions of Employment

- Pay: £8.91 per hour
- Period: Open, subject to satisfactory performance of the role, you will remain on the casual register

The Bermondsey Artists' Group managing Southwark Park Galleries is an equal opportunities employer and especially welcome interest from Black, Asian, Minority Ethnic, D/deaf and disabled candidates.

Charity number: 1073851

How to Apply //

Please submit your application comprising the following documents by email with the subject title 'Front of House Application' to: admin@southwarkparkgalleries.org

1. Your CV (max 2 A4 page, **word format, with the file name beginning with your surname**) please include names and contact details (email and mobile no.) of 2 referees (only contacted should appointment offer be made following interview).

2. Cover Letter (max 1 page, **word format, with the file name beginning with your surname**) tell us about why you would like to work with us in the park, and the qualities and experience you would bring to the role.
3. Completed Recruitment Questionnaire form, please see recruitment page via the link below.

<http://southwarkparkgalleries.org/we-are-recruiting-2021/>

Please Note //

Documents 1 & 2 must be submitted to us in WORD FORMAT not PDF

Please ensure that both your CV and Cover Letter file names begin with your Surname.

The contents of the Recruitment Questionnaire Form is strictly confidential and kept securely prior to destruction in accordance with our Data Protection Policy.

To remove the risk of unconscious bias, shortlisting will be completed via a blind CV analysis and invitations to interviews will adhere to the Rooney Rule. Your application documents will be anonymised prior to the selection panel's receipt of them.

Recruitment Schedule //

Deadline for applications: **Friday 16 April 2021, 6pm**

We regret that applications received after that time cannot be considered.

Interviews will be held: **Thursday 29 April 2021**

Shortlisted candidates will be contacted by phone or email and invited to attend.

Unfortunately we are unable to write back to all applicants at the shortlisting stage, or to give specific feedback on why you have not been shortlisted. If you do not hear from us by Monday 26 April please assume that you have not been shortlisted in this instance.