



About

Southwark Park Galleries is an interdisciplinary arts organisation set across two distinctive venues – a Grade II Listed deconsecrated church and purpose built art gallery – and a community garden in the heart of Southwark Park, southeast London. Through our locally relevant and internationally significant programme of exhibitions, performances and public engagement, our mission is to connect people using the intersection of art, nature and culture to facilitate meaning and wellbeing across communities.

Established in 1984, we have a thriving reputation as a test site for experimental practice by commissioning artists at a critical stage to make their most ambitious work. Our public engagement and community work welcomes everyone. Our location means we can provide a rare civic offer of vital green and open cultural space for our park neighbours and beyond.

As we approach our 40th anniversary celebrations in 2024, we look forward to strengthening our local, national and international partnerships; amplifying our purpose of making creativity central in building a more engaged and inclusive society.

Southwark Park Galleries is the operating name of the Bermondsey Artists' Group, a registered charity (no. 1073851) and is a Arts Council England National Portfolio Organisation (NPO).

southwarkparkgalleries.org

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.

Due to the flexible nature of our work and roster requirements, 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 to Sunday during exhibitions/public opening hours.

Reporting to //

The Front of House team is managed by the Gallery Manager

Duties and Responsibilities //

Visitor Services

- Welcoming all visitors to our Galleries and providing excellent customer service for each and every individual.
- Dealing with all public enquiries and providing 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 audience survey questionnaires, recording visitor attendance and feedback.
- Selling limited editions, publications and other merchandise in our Lake Gallery Shop and providing information for Own Art enquiries.
- Actively promoting charitable donations.
- Actively encouraging visitors to sign up to our mailing list.

Invigilation

- Adhering to Southwark Park Galleries' guidelines and policies to ensure the safety of the public whilst on site.
- Invigilating all gallery spaces and acting responsibly to ensure the safety and security of all artworks on display.
- General cleaning and maintenance only as directed by the Galler Manager.
- Helping with basic setup of events, private views and gallery hires.
- Adhering to health and safety regulations 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.

General

- 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.
- Ensuring the shop is presentable and restocking when necessary.

Other

- Any other duties as directed by the Gallery Manager, Deputy 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 locally in south east London

Conditions of Employment

- **Pay:** £10.42 per hour
- **Hours:** casual, usually between 11am - 5.30pm Wednesday - Sunday during exhibitions, some evening work available
- **Period:** Open, subject to satisfactory performance of the role, you will remain on the casual register

Southwark Park Galleries (managed by the Bermondsey Artists' Group, charity number: 1073851) is an equal opportunities employer and especially welcomes interest from Black, Asian, Minority Ethnic, D/deaf and disabled candidates.

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** - available on our website: <https://southwarkparkgalleries.org/we-are-recruiting-foh-2023/>

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: **Thursday 16 March 2023, 5pm**

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

Interviews will be held: **Thursday 23 March 2023**

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

Expected start: **April 2023**

Please indicate your general availability for April and May in your application.

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 27 March please assume that you have not been shortlisted in this instance.