

Candidate Pack

Gallery Team Member

Full Time, 40 hrs per week
Fixed Term Contract – 9 months



Introduction

The Wallace Collection is an internationally outstanding collection which contains unsurpassed masterpieces of paintings, sculpture, furniture, arms and armour and porcelain. Built over the 18th and 19th centuries by the Marquesses of Hertford and Sir Richard Wallace, it is one of the finest and most celebrated collections in the world. So that it could be kept together and enjoyed by generations of visitors, the collection was given to the British Nation in 1897 and opened to the public in June 1900. It was an astonishing bequest and one of the greatest gifts of art works ever to be transferred into public ownership. The museum is internationally famous for its collection of French 18th-century art, Arms and Armour and for its Old Master paintings.

The museum is managed by the Director Dr Xavier Bray, who reports to a board of Trustees appointed by the Prime Minister, and is financed by a combination of grant-in-aid from central government and self-generated income.

We aim to engage with and diversify our audience and, before the pandemic, we attracted over 450,000 visitors a year to the museum.



Our priorities

The Collection is committed to providing access to as wide a public as possible and to helping visitors engage with this diversity. Our goal is to create a place of understanding, cultural pluralism, curiosity and learning. To do this, we plan to create a world-class visitor experience for all ages which stimulates engagement with our collection through a new programme of exhibitions, major gallery refurbishments and an enhanced and expanded digital presence.

Our strategic priorities are to:

- **To maintain, research and preserve the Collection for future generations;**
- **To broaden and deepen visitor engagement, connecting with audiences onsite and digitally;**
- **To build and support a strong exhibition programme;**
- **To lay a strong financial foundation for the future;**
- **To embark upon a Masterplan programme to transform the museum.**



Role summary

Gallery Team staff are responsible for ensuring the security and safety of the museum's collections, staff and visitors whilst providing a high level of customer service. The Gallery Team enforce fire, evacuation and health and safety procedures whilst maintaining high standards of presentation and performance in other areas ranging from providing help to the public to entrance access control.

The Wallace Collection is also one of the most popular venues in London for celebrations and special events. Gallery Team members are integral to the successful delivery of these events, in addition to their day to day duties.

This role reports to the Gallery Team Manager.



Role description

General

- Protect the security of the Collection, its building and furnishings against all hazards.
- Maintain order by ensuring that all visitors conform to the expected standards of behaviour and conduct as set out in the Collection's regulations.
- Apply the necessary controls and procedures to protect the Collection's works of art from loss or damage.
- Ensure that visitors or contractors do not touch the exhibits.
- Protect the safety of visitors at all times and follow the procedures relating to fire safety and evacuation.
- Monitor crowd levels and visitor flow, implementing crowd management procedures as and when necessary.
- Enhance visitors' experiences by responding helpfully to queries from members of the public and offering assistance where necessary, including assisting the public and other enquirers in finding specific locations and facilities.
- Report and handle any incidents and concerns as they arise in the galleries.
- Positively and professionally represent the Collection to all visitors, ensuring uniforms are kept in good order and reporting any defects immediately.
- Support the daily operational needs of the Collection assisting as required across a range of visitor services including the cloakroom, Front Desk and Ticket Desk.
- Monitor contractors on site, enforcing Collection regulations and ensuring health and safety best practice is observed, reporting any incidents or concerns to the Gallery Team Manager and/or the Gallery Team Supervisor.
- Carry out light cleaning duties.
- Perform other reasonable duties assigned by the Gallery Team Manager and the Gallery Team Supervisor.
- Respond to all emergencies calmly and effectively within a timely manner.
- Respond to first aid calls (when trained).
- Contribute positively to improving visitor satisfaction.

Events

- Monitor the safe delivery of equipment through the galleries during event set up and pack down.
- Ensure the safety of the Collection is maintained throughout the course of the event.
- Assist and direct guests as required.
- Cover 'hot spots' during set up and pack down.
- Escort and invigilate contractors.
- Invigilate busy areas/assisting colleagues upon request and reporting concerns to the Gallery Team Manager/Supervisor or Event Manager.

Person specification

Essential

- Experience of working within a security and/or customer facing role.
- General knowledge of health and safety and security issues.
- Highly organised and excellent time management skills.
- Proven interpersonal skills with the ability to work cohesively within a team.
- Demonstrate ability to deal calmly and confidently with demands from the public, including difficult situations, maintaining a professional and courteous manner at all times.
- Proactive with the ability to problem solve.
- Clear and effective communication skills with competency in documentation and report writing.
- Be able to adapt easily and approach situations with flexibility.
- A genuine interest in the security and preservation of the Collection's objects and the ability to provide a high level of service to its visitors.



Pay, benefits and working hours

The salary for this role is £27,352 per annum.

In addition, the post-holder will receive 34 days annual leave including bank holidays and 2.5 'privilege' days. Holiday entitlement will be pro-rated according to the length of fixed term contract. Employees are also offered the following benefits:

- **NEST Pension Scheme**
- **Eye Tests**
- **Occupational Health Service**
- **Annual Flu Jab**
- **Employee Assistance Programme**
 Services available 24/7 and 365 days per year to all employees
 Free therapy service of up to six sessions per issue, per year (each session lasts 45-50 minutes)
- **First Aiders**
- **Access to Mental Health First Aiders**
- **Parental Leave**
- **Training and Development Opportunities**

For this post, the normal working week, on average, is a five-day week in the period Monday to Sunday. The normal working day will be 9.30am to 5.15pm Monday to Sunday (with the exception of one Wednesday of every month which will be 8:30am to 5.15pm).

The work rota is based on a 7-week cycle pattern of rest days - Monday to Sunday.

GALLERY TEAM MEMBER REST DAY PATTERN

R/D						
R/D	R/D					
	R/D	R/D				
		R/D	R/D			
			R/D	R/D		
				R/D	R/D	R/D
					R/D	R/D

How to apply

Please complete the Application Form, and the Equal Opportunities Monitoring Form, following the links provided on our website. Please note the equal opportunities form is used for monitoring purposes only and does not form part of the selection process. Both forms should be emailed to recruitment@wallacecollection.org by midnight **22/01/2025**. Please note late applications or applications via a CV will not be considered.

Interviews for the role will take place week commencing, **27/01/2025**. Candidates who have been shortlisted for interview will be contacted after the closing date. Due to the large number of applications we receive, it will not be possible to contact or give feedback to candidates who have not been shortlisted for interview.

Start date: As soon as possible

Appointment to the role is subject to a satisfactory Basic Disclosure check. The Wallace Collection is an equal opportunities employer and welcomes applications from all sections of the community.



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