

# TOWNER Eastbourne

## *Recruitment Pack: Visitor Services Assistant (variable hrs)*



Please find a job description and person specification enclosed. An application form and equal opportunity form are available separately on our website.

Deadline: Sunday 3 November 2024 (midnight)  
Applicants contacted by: Email  
Interviews will take place on: week beginning 11 November (exact date tbc)

If you have any questions about the person specification or role please contact Niamh Pearce [niamh.pearce@townereastbourne.org.uk](mailto:niamh.pearce@townereastbourne.org.uk)

Completed applications should be emailed to Niamh Pearce, Deputy Director on [niamh.pearce@townereastbourne.org.uk](mailto:niamh.pearce@townereastbourne.org.uk)

# **TOWNER Eastbourne**

**Job Title:** VISITOR SERVICES ASSISTANT  
**Reports to:** Duty Manager  
**Contract type:** Zero hours contract  
**Rate of Pay:** £11.88ph (plus holiday pay)

## **Hours of Work:**

Shift lengths will be variable and will include all day shifts (i.e. 6.5/7 hr shifts worked between 9am and 5pm); shorter 4 hour shifts in the middle of the day; and evening shifts from 5.30 – 11pm. **A priority for this particular recruitment is to build our team for weekend and evening events, so availability and readiness to accept weekend/evening work is essential.** In your application form please indicate your availability and flexibility in relation to working patterns.

On a zero hours contract shifts will be offered according to operational needs and there is no guarantee of hours. We work on a monthly rota basis.

## **Job Purpose:**

This role supports Towner in the delivery of its audience development, visitor experience and commercial objectives. Our Visitor Services Assistants are responsible for delivering Towner's retail, ticketing and information services to the highest possible standard, as well as supporting our commitment to accessibility and inclusion.

In this varied role you will spend time working in both our busy shop and at our main information desk. In our shop you will proactively assist visitors with retail and product queries, delivering excellent customer service to achieve maximum sales. You will operate the EPOS system throughout the day and be responsible for cashing up at the end of shift. You will be expected to develop a very good knowledge of our retail products and be able to share this with visitors. On the information desk you will ensure every visitor receives a warm welcome and are given all the information they need to get the most from their visit. You will be responsible for selling tickets to our exhibitions, cinema and other events, using our till and our online ticketing system. You will be completely up to date on our current programme so that you can answer visitor queries with confidence, in person, on the phone and by email.

## **Core responsibilities:**

- Welcome visitors and provide advice & information to enhance their experience
- Oversee retail services in our shop, operating EPOS system, selling products and assisting with retail queries
- Ensure retail areas are well-presented to the highest possible standard, fully stocked and in line with the merchandise plan advised by the Retail Manager

- Receive deliveries, checking quantities & processing paperwork
- Support periodic stock takes
- Oversee end of day cashing up procedures at shop and information desk
- Promote and sell exhibition & event tickets on our information desk using an online ticket platform
- Develop a detailed knowledge of our programme, facilities, visitor services and retail offer to share with visitors
- Be alert to security and health & safety issues in your area of work, taking prompt action as required
- Ensure areas are always well presented and contribute to the wider daily cleaning schedule
- Support venue hire and other events as required
- Actively contribute to Towner’s commitments regarding sustainability and diversity & inclusion
- Any other reasonable duties as required

PERSON SPECIFICATION		
	Essential	Desirable
Commitment to delivering a great visitor experience	☑	
Enthusiasm for Towner’s programme, mission and values	☑	
Strong communication skills, with the ability to connect and share knowledge with a range of different audiences	☑	
Ability to respond effectively to changing scenarios in a fast-paced environment	☑	
Ability to keep calm under pressure and prioritise tasks	☑	
Experience of delivering excellent customer service	☑	
Experience of working in a retail environment		☑
Confident in handling and counting cash	☑	
Enthusiasm for retail and willingness to develop knowledge of Towner products and suppliers	☑	
Good IT skills (Microsoft Office) with experience of learning new software platforms.	☑	
Understanding of retail sales targets and willingness to drive sales.	☑	
Experience of using (as an operator) online ticketing platforms		☑
Experience of overseeing box office for events		☑
Experience of using an EPOS system		☑
Reliable, flexible and a team player	☑	
Available to work regular weekends and evenings	☑	
Experience of supervision within events or venue context		☑

## ABOUT TOWNER

*Proud of our unique place in Eastbourne where the coast and South Downs meet, we create space for experiences that connect, challenge and inspire.*

Collecting and exhibiting contemporary art for nearly 100 years, Towner Eastbourne presents an ambitious and high-quality programme of historic, modern and contemporary art through temporary and collection-based exhibitions, talks, events and creative activities for as many as 165,000 visitors each year. Founded in 1923 as a result of a bequest by Alderman John Chisholm Towner to create ‘an art gallery for the people’, this founding ethos remains at the heart of Towner’s mission. Towner is a proud winner of Art Fund’s Museum of the Year 2020 award, recognised for balancing its national and international programme with being a free and open community resource.

Towner’s Collection is best known for its modern British art, including the largest and most significant body of work by Eric Ravilious (1903–1942), and a growing collection of national and international contemporary art.

The gallery is a free and welcoming community space providing places for study and relaxation including a new Collection Library and a cinema, screening a regular programme of films including new releases, documentaries, classics, family film and more. The Engagement Programme offers creative activities for everyone including drawing, making, designing and film making. A professional development programme for artists of all levels offers artist residencies, mentoring and opportunities for collaboration and showcasing.

### **Diversity & Inclusion**

Towner is committed to promoting a diverse and inclusive workplace where everyone can be themselves and succeed on merit. We strive to ensure that opportunities to work and develop at Towner are open to all. We treat all job applications equally, regardless of age, disability, gender identity or gender expression, race, ethnicity, religion or belief, sex, sexual orientation or any other equality characteristic.

We particularly encourage applications from disabled people and people from Black, Asian and ethnic minority backgrounds as these groups are currently under-represented in the cultural sector and within the organisation. We are a Disability Confident Committed Employer and anyone with a disability who meets the essential criteria will be invited to interview.

