

## ROLE DESCRIPTION

### VISITOR ENGAGEMENT VOLUNTEER

**Reporting to:** Engagement Manager

**Responsible for:** Optimum visitor experience

**Hourly rate:** N/A

**Purpose:**

To play a key role in ensuring the optimum experience for MOSTYN's visitors, and to demonstrate a flexible approach to the different responsibilities of the post.

To show commitment to MOSTYN's goal of achieving the best possible outcomes for the organisation by working collectively towards this.

To actively engage MOSTYN's audience in order to create opportunities for people to form new perspectives and to contribute to the vision of activating people's lives through contemporary and other styles of art.

To provide a high standard of customer service, optimising the promotion of the MOSTYN offer through interaction with visitors and provision of information, contributing to MOSTYN's entrepreneurial approach towards sustainability.

To work alongside MOSTYN's Engagement Team Members to deliver the above.

**Main duties:**

Greet visitors and ensure that all their requirements are met, by providing a high standard of customer service.

Engage with visitors, providing information about current exhibitions and future programme and promoting activities, events, services and the retail offer.

Encourage visitors to actively engage with the programme, moving from discussion about art to participation with art.

Answer enquiries effectively, referring these to the appropriate manager where necessary.

# MOSTYN

Ensure the safety and security of works on display, following specified requirements for ongoing display and maintenance of works in MOSTYN's care, highlighting problems/issues to the appropriate managers.

Conduct group tours & short talks for schools, colleges, community and interest groups, and general audience members as agreed with the Engagement Manager and Learning & Inclusion Curator.

Participate in planned sessions for school/group visits as agreed with the Engagement Manager and the Learning and Inclusion Curator.

Assist with engagement activities and events, as required.

Ensure printed material is kept up-to-date and of sufficient quantity in the shop, gallery and café facilities.

Ensure facilities are presented at their best and kept clean.

Provide input to those responsible, as required, about suitable signage, interpretation and information in order to enhance the visitor experience.

Undertake administration tasks, as required.

Conduct visitor surveys/other questionnaires in conjunction with the Audience Relations Manager.

Work as part of the exhibition installation/de-installation team, assisting the Visual Arts Programme Curator and Operations & Facilities Manager in presenting works to best effect, as required.

Attend any training courses as required, and undertake other relevant duties that may be delegated by the Director and the Management Team.

In common with all post holders, the Engagement Team Member is expected:-

- To take responsibility for their own and their colleagues' health and safety.
- To ensure the security of the gallery and other spaces in MOSTYN.
- To act as an advocate of MOSTYN and promote its vision and activities.
- To collaborate with all other departments.
- To ensure MOSTYN systems, policies and processes are adhered to in the execution of the duties.

This is not an exhaustive list of duties. It may be necessary to undertake other reasonable duties for the successful execution of this role and to meet the aims of the organisation.

## **Outline person specification:**

**E= Essential     D= Desirable**

### **Knowledge:**

- Understanding of contemporary visual arts, with evidence of keeping up-to-date with current developments. (E)
- Understanding of the function of arts institutions. (E)

### **Skills:**

- Passion for discussing issues in contemporary life through contemporary art and engaging as wide an audience as possible with the challenges and opportunities of contemporary art. (E)
- Confident, articulate and outgoing, to inspire visitors and help with their understanding of works on display and with MOSTYN's vision and aims. (E)
- Ability to communicate with adults, children and young people, both individually and in groups. (E)
- Customer service skills. (E)
- Ability to work as an effective team member. (E)
- Practical skills, with an ability to work with a range of tools and equipment during the installation and de-installation of exhibitions. (D)
- Ability to work flexibly. (E)

### **Experience:**

- Working in a gallery/museum environment. (D)
- Working with a diverse range of audiences. (D)
- Working on the installation of multi-artform exhibitions and displays. (D)

Welsh-language ability for this post is not essential but would be seen as an asset.

The ability to work at heights is not essential, but would be seen as an asset.

**Hours of work:**

This role is for casual cover on a zero-hour basis. There is a requirement to work some evenings and weekends and there may be an occasional requirement to work unsocial hours in the execution of this role.