

Department: Commercial

Location: Compton Verney Art Gallery & Park

Reports to: Events Manager

Key relationships: Commercial Team, Visitor Experience Team, Catering Partner, Hirers and visitors

Hours per week: Casual Ad hoc

Salary: £11.04 per hour

(Travel/Base/Working Patterns: Required to work some weekends and out of hours
Transport will be required due to rural location

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Context: Compton Verney Art Gallery and Park

Step out of the ordinary with 120 acres of art, nature, and creativity. An extraordinary place filled with inspiration and imagination, outside and in.

With six permanent collections (Naples, Northern European Art 1450-1650, British Portraits, Chinese, British Folk Art & The Marx-Lambert Collection) and a schedule of thought-provoking changing exhibitions and events, we are an accredited museum, and a registered charity. For more information about Compton Verney, visit: www.comptonverney.org.uk Twitter [@ComptonVerney](https://twitter.com/ComptonVerney) / Facebook [/ComptonVerney](https://www.facebook.com/ComptonVerney) / Instagram [@Compton_Verney](https://www.instagram.com/Compton_Verney)

Main Purpose of the Role: The Events and Front of House operation at Compton Verney is an important part of the gallery offer and as an Events Assistant, you will

play a crucial role in defining the standards we offer our visitors. Working as part of a team, you will:

- Play an integral part in delivering a fantastic visitor experience across our events and venue hire programme
- Get involved with the setup of the venue for events including ceremonies, receptions and dinners and maintaining a clean front of house area
- Work with the Visitor Experience Assistants and Volunteers in the day to day running of the gallery when required for events
- Provide a friendly and welcoming face for visitors and guests and greeting, orientation and information in an efficient and friendly manner that offers an experience they will want to repeat
- Be vigilant and alert in the galleries for the security and safety of the collections and exhibitions during events
- Manage the cloakroom area at events/functions

Visitor Services

- Ensure all visitor and guest enquiries are dealt with quickly and effectively
- Provide visitors with orientation information on the galleries, visitor services and facilities on site
- Deal with complaints and take appropriate action, referring to Event Managers or Operations Managers as necessary
- Ensure that Compton Verney's presentation throughout the gallery, shop and public areas is clean and presentable

Security

- Take all reasonable precautions as directed to keep cash, documentation and other valuables and equipment secure.
- Be vigilant concerning behaviour that might endanger the collection, personal safety or private property and refer incidents or concerns to other members of staff as necessary.
- Take appropriate action in emergency situations (including first aid incidents), according to training provided by Compton Verney
- Know where the meeting points are and what your role is in the evacuation process.

Personal Development

- Keep up to date with relevant policy, practice and issues affecting Compton Verney.
- Acquire and maintain a good knowledge of Compton Verney and its exhibitions
- Attend training courses, workshops and regular team meetings
- Undertake one-to-one training as and when required in order to maintain Compton Verney standards of visitor welcome

**The Post holder may be required to undertake other duties which are compatible with the overall scope and authority of the role.*

Person Specification

Qualification and Attainments

- Minimum 5 GCSE grades including maths and English or equivalent
- Experience working with the general public in a customer service environment
- Experience working within a team
- Good Communicator and confident to make decisions
- Alert and Vigilant
- Willingness to learn

We value diversity in background, experience and learning style and welcome a broad range of people to help build the future of Compton Verney.

We are working on a long-term commitment to ensuring equity of opportunity at Compton Verney alongside being an Equal Opportunity Employer. We want to ensure all our employees thrive in every part of our organisation and believe that inclusion is everyone's responsibility.

What we offer:

At Compton Verney we connect people with Art, Nature and Creativity. We are the leading visual arts destination in the heart of the country. We trigger positive change for artists, audiences and communities by encouraging play, inspiring debate and bringing people and ideas together

We're working hard to create an inclusive culture, where everyone feels they belong and a warm, welcoming and respectful culture for staff, volunteers and visitors so it's important that our people reflect and represent the diversity of the communities and audiences we serve. We welcome and value difference:

- Pension scheme of up to 6% basic salary
- Staff Membership and Discount
- Charity workers discounts i.e. gym memberships, shopping discount codes, insurance discounts
- Holiday allowance up to 28 days relating to length of service
- Flexible working whenever possible
- Access to a wellbeing portal, App and Employee assistance programme (EAP)
- Free parking
- Eyecare Vouchers
- Life Assurance
- Signed up to More than a Moment Pledge
- Training and Development opportunities

How to apply

Please complete the application form along with your CV and a covering letter expressing why you are suitable for the role, referencing the job description and person specification to us via:

https://portal.evaluation.com/public/recruitment_post?id=b3JERVBSQm9OTm55WE1KekRpclFDUT09&org_id=ToVZYUesyNDhaak41cnM4UjYxa3prdz09

If you have any questions or need any additional support with your application, please contact comptonverneyhr@comptonverney.org.uk

COMPTON VERNEY

MISSION

We connect people with art, nature and creativity

VISION

Compton Verney is the leading visual arts destination in the heart of the country

We trigger positive change for artists, audiences and communities by encouraging play, inspiring debate and bringing people and ideas together

PURPOSE

Compton Verney is an extraordinary, eclectic and creative high-quality experience. A place for the curious that inspires, delights, challenges and rejuvenates

VALUES

COLLABORATIVE

We are collaborative, working with artists, audiences and communities; exploring the historic and the contemporary, the indoor and outdoor.

SUSTAINABLE

We harness opportunities to be environmentally sustainable and are always responsible

BOLD

We are bold, purposeful and confident and think, make and learn

INCLUSIVE

We are inclusive, creating a warm, welcoming and respectful culture

FUN

We are fun and want everyone to have a great experience of Compton Verney.