



Visitor Assistant

Purpose of Role

To support a welcoming and engaging visitor experience in all areas of the building and to take care of our visitors and the artworks in the gallery spaces.

Main tasks

- Be part of a stewarding team in the main gallery spaces and look after the artworks
- Greet visitors into the free and ticketed exhibitions and answer their questions
- Be knowledgeable of the gallery code of conduct and ask visitors for their cooperation
- Ensure visitors are aware of any COVID-19 health and safety measures
- Pass on visitor feedback to the Front of House team
- Act as an ambassador for the RWA and the programme of exhibitions
- More experienced volunteers may be asked to buddy up with new volunteers while they settle into their role
- Depending on personal preference, spend time in the family space, topping up and organising materials and engaging with families

Qualities/experience/skills

- Friendly and approachable
- Empathetic to the needs of a diverse group of visitors in a public space
- Must enjoy and be confident talking to people of all ages and backgrounds
- Must be willing to give full attention to our visitors and the gallery space when on shift
- Empathetic to the needs of new volunteers

- No experience required, but must be willing to learn about current exhibitions and be proactive about seeking out learning opportunities

What do I gain from this role?

- Experience in customer service in a prestigious cultural venue
- Meet and learn from other people who are interested in arts and culture
- Attend social events and exhibition tours organised specially for volunteers
- Experience exhibitions in a way that is unique to volunteer stewards
- Learn about and be part of the positive impact that immersion in arts and culture can have on people from all backgrounds

Time commitment

At least one session every two weeks for the duration of at least one exhibition (typically three months).

When needed

Morning or midday or afternoon
Tuesday, Thursday, Friday, Saturday, Sunday
Up to 3 hrs

Wednesday is split into four sessions
2 hrs 45 mins

Available training

- Introduction to RWA History
- Racism, diversity and inclusion
- Deaf awareness and BSL taster session
- Autism and neurodiverse awareness
- Dementia Friends
- + more training opportunities in the future

Location

RWA

Contact

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