

STUDIO VOLTAIRE

Dear Applicant,

Thank you for your interest in applying for the position of Sales and Gallery Assistant (Casual) at Studio Voltaire.

This pack contains an introduction to Studio Voltaire, a job description and a person specification. To apply:

1. Please download and complete the application form by [clicking here](#) and email it to jobs@studiovoltaire.org.
2. Please complete [the Equality and Diversity Monitoring Form by clicking here](#).
The form is completely anonymous.

We are keen to ensure that Studio Voltaire welcomes a diverse range of people and is representative of the communities we work within. The organisation benefits from a wide range of backgrounds, perspectives and styles of thinking and working. We strongly welcome applications from people who are currently underrepresented in contemporary art, including people with African, Asian, Middle Eastern, Latin American and Caribbean–heritage, people who have faced socio–economic barriers, those who identify as Lesbian, Gay, Bisexual, Transgender, Queer or Intersex, and those with disabilities.

If you would like to apply for this role in another format, or if you have any access requirements and would like to discuss how we can best support you through your application process, please contact us on info@studiovoltaire.org or 0207 622 1294.

Applications will be accepted on a rolling basis.

Best wishes,

Sarah Cooper
General Manager

Sales and Gallery Assistant (Casual) Job Description

Employer:	Studio Voltaire Ltd
Job Title:	Sales and Gallery Assistant
Responsible to:	General Manager, Operations Coordinator
Contractors Pay scale:	£11.05 per hour (London Living Wage), 0 hours contract
Place of Employment:	Studio Voltaire, 1a Nelsons Row, London SW4 7JR

Overview

Working as part of our operations team, you will play an important role in welcoming visitors to our newly refurbished building. The Sales and Gallery Assistant will be responsible for invigilating public areas (for exhibitions and events), providing administrative support and collecting surveys from visitors. This is a casual, 0 hours contract.

Key responsibilities and tasks

Visitor Services

- Acting as the first point of contact for the organisation through greeting visitors and communicating exhibition and events information
- Invigilating the gallery space and other public areas around the building including the garden
- Ensuring that visitors always receive the highest standard of welcome and customer service
- Recording visitor and participation numbers for exhibitions and events
- Meeting weekly targets for collecting visitors' surveys in order to accurately reflect our audiences we engage with
- Lead gallery tours for individuals and groups as required
- Deal with any difficult situations in a calm and effective manner
- Answering the desk phone and notifying relevant staff of messages
- Assisting with and directing customer service enquiries from a variety of email inboxes

Operations and administration

- Acting as a keyholder and being responsible for opening up and locking up the gallery space including operation of the intruder alarm system

- Sorting and sending post, receiving deliveries
- Managing our general enquiries inbox and directing enquiries to the relevant staff member
- Ensuring the office, gallery, public areas and kitchen are clean and presentable
- Providing administrative support to a range of staff and undertaking other duties as may be reasonably required
- Providing general IT support and administration (training provided)

Events

- Supporting during events; this includes setting up rooms for events, clearing up, and acting as front of house, ensuring that the needs of the programme, education and fundraising events are efficiently met.

In-store (House of Voltaire)

- Proactively engage customers and encourage sales; provide up to date information to customers about shop stock.
- Ensuring the shop is always presented to a high standard with clean uniform standards, high impact visual merchandising and informative, branded points of sale.
- Establish and maintain good relations with the visiting public, members, suppliers, artists, staff and all other visitors.

General

- Participate in regular staff meetings and training
- Demonstrate a commitment to Studio Voltaire's Equality and Diversity Policy
- Adhere to Studio Voltaire's policies and procedures
- Carry out other duties deemed appropriate by the Operations Coordinator and General Manager
- Be an advocate and effective representative of Studio Voltaire, both at Studio Voltaire and at external professional events

Person specification

Essential skills, attributes and experience

- Previous experience in a similar role or demonstrable transferable experience
- Meticulous organisational skills
- Excellent communication skills with the ability to communicate with a wide and diverse range of people
- A flexible, self-motivated approach to working and experience in multi-tasking, plus an ability to prioritise and plan
- Ability to handle difficult situations calmly and sensitively
- An energetic, highly organised and enthusiastic team player with a desire to further develop a career in the contemporary art world through contributing to Studio Voltaire's continued success
- Excellent IT skills
- Experience of working as part of a small team and the ability to forge mutually respectful and effective working relationships with a diverse group of personalities, including studio artists, café operator, patrons, staff
- An energetic, highly motivated and enthusiastic team player
- A flexible and self-motivated approach to working and experience of multi-tasking

Desired skills, attributes and experience

- Knowledge of health and safety and security for public buildings and venue
- Experience using Apple products

About Studio Voltaire

Studio Voltaire is one of the UK's leading not-for-profit arts organisations and plays a unique role in the UK arts ecology by supporting diverse artistic talent to take risks and realise ambition.

We have developed ambitious programmes that support a diversity of contemporary art practice, encouraging access and participation from a wide range of audiences. We have an outstanding track record of supporting artists at a pivotal stage in their careers, particularly with emerging and under-represented practices. Placing great emphasis on risk-taking and experimentation, our pioneering programmes have gained an international reputation.

The core strands to our artistic programme are:

- Studios & Residencies

- Exhibitions
- Participation, Learning & Offsite

Studio Voltaire's key artistic aims are to:

- Support artists, offering significant opportunities for emerging and under-represented practices. We recognise that artists require time, care and resources to create ambitious work on their own terms.
- Commit to being more inclusive, creating opportunities for wider access and engagement. We strive for fairer representation across the organisation and its work.
- Seek to challenge hierarchies between exhibition making, commissioning and education. We work for parity between our programmes, establishing an experimental working model which allows programmes to dovetail and coalesce.
- Be a porous organisation and ensure audiences and partners have agency to meaningfully engage with our spaces and programmes, whether as visitors, collaborators or participants.
- Be a site of production and an essential artist community and resource in South London. We offer a unique environment for risk-taking, experimentation, knowledge exchange and critical thinking for artists and audiences.

Studio Voltaire is a registered charity and part of Arts Council England's National Portfolio.

Read more at studiovoltaire.org/about