



Post: Creative Programmes Assistant
Department: Creative Programmes, Public Engagement
Division: Enterprise and Communications

Job Description

Key Responsibilities

- Ensure all visitors to Inverleith House have a positive and welcoming experience
- Act as a first point of contact for all visitors to the gallery, welcoming and orientating visitors, and providing detailed information about exhibitions in a friendly manner
- Exceed visitor expectations with the quality of presentation, service and information
- Create a friendly environment for visitors that offers an experience they will want to repeat
- Support the provision of meaningful experiences for visitors to the gallery and for volunteers
- Help recruit, support, and coordinate the work of Creative Programmes volunteers
- Manage volunteer roster to ensure the gallery is always well staffed and that the team have a clear idea of upcoming work patterns
- Responsible for smooth running of the gallery during weekends
- Assist in the take down and installation of exhibitions
- Carry out environmental monitoring as required
- Establish appropriate administration, information management and reporting systems to support a cross-department programme with a wide range of stakeholders
- Ensure that proper statistics and evaluations are recorded and kept up to date
- Provide cover / support across the Public Engagement function as reasonably possible

Specific Responsibilities

- Assist the team in the smooth running of Creative Programmes exhibitions, events and other activities
- Be present in the galleries as directed, ensuring exhibitions and projects are always supervised
- Maintain the safety of the exhibits, visitors and galleries by highlighting any risks or hazards to the public and report any damages or incidents as directed
- Make sure exhibitions, projects and spaces are presentable to the visiting public and well maintained, including vital cleaning and switching on and off duties
- Assist audiences visiting the exhibition in buying art works, publications, membership schemes and other RBGE services
- Promote Creative Programmes events and publications



- Act as first point of contact for all volunteers
- Liaise between Creative Programmes and VWT to ensure excellent communication across RBGE
- Record and report visitor numbers to Inverleith House
- Respond to emergencies, incidents and evacuations
- Assist with day-to-day administrative support to the Head of Creative Programmes and team

Person Specification

Skills	Essential	Desirable
Friendly, helpful and enthusiastic	*	
Excellent communications skills	*	
Excellent knowledge and enthusiasm for art	*	
Good organisational and planning skills	*	
Ability to work autonomously and as part of a small team	*	
Ability to deal with situations as they arise and understanding of when to escalate issues	*	
Has a responsible and mature attitude towards caring for and ensuring the safety of the public	*	
A willingness to take part in training and to be kept informed of the programme and content	*	
Excellent time-keeping skills	*	
Flexible and adaptable	*	
Sound IT skills	*	

Knowledge	Essential	Desirable
Experience of working in a busy Museum, Gallery or cultural environment		*
Knowledge of digital media for arts marketing purposes	*	
Ability to support the delivery of special events, members, patron's events, press views and private views of exhibitions	*	
Experience of working in a visitor services team		*
Experience of administrative processes and systems, keeping data up to date and accurate	*	
Experience in dealing with challenging situations and visitor complaints		*
Knowledge of health and safety procedures and risk assessment		*



Knowledge	Essential	Desirable
Knowledge of how respond to a diversity of visitor needs and expectations	*	
Knowledge or interest in some relevant aspects of art, science, ecology, botany, horticulture or conservation	*	
Experience of coordinating and working with volunteers		*
Knowledge of contemporary art	*	
Knowledge of audio-visual equipment		*

Professional Qualifications	Essential	Desirable
Degree level qualification or equivalent experience	*	

RBGE Values

- We are **Inclusive**: We recognise, reward and celebrate each other's unique contribution and treat everyone with dignity and respect
- We value **Pride**: We have a strong sense of belonging and demonstrate this through what we say and what we do
- We have **Purpose**: We are clear on the long and short term priorities of RBGE and align our contribution, responses and actions to these
- We are **Communicative**: We are open, respectful, consultative, creating an environment of transparency and trust
- We are **Collaborative**: We respect expertise and actively seek opportunities to improve how we work together
- We are **Customer-focused**: We understand the needs of our customers and colleagues, and meet and exceed their expectations
- We celebrate and value **Curiosity**: We are inquisitive and engaged with the world around us, constantly exploring, expanding our expertise and sharing our knowledge