



## Dundee Contemporary Arts

Role Details	
<b>Job Profile:</b>	Visitor Assistant - Cinema
<b>Department:</b>	Visitor Services
<b>Hours:</b>	4.75h
<b>Working Pattern:</b>	Saturday 12.00-16.45
<b>Salary:</b>	£2,964 annual salary (based on £12 per hour)
<b>Contract Type:</b>	Permanent
<b>Reporting to:</b>	Visitor Services Manager, Duty Supervisors
<b>Direct Reports:</b>	n/a
<b>Location:</b>	DCA Building

The Role	
<b>Job Purpose:</b>	To combine in-depth knowledge and experience of DCA's cinema offer with the skills, passion and enthusiasm needed to ensure repeat visits whilst delivering a professional, consistent, and outstanding level of customer service to all visitors to DCA cinema and other DCA activities.
<b>Key Outputs &amp; Accountabilities:</b>	<ul style="list-style-type: none"><li>• Proactively welcome, orientate and support visitors to the cinema, in order to help them get the most from their visits to DCA, encouraging repeat visits</li><li>• Contribute to visitors' enjoyment and understanding through interpretation and communication of information about DCA and its cinema programme</li><li>• Be attentive, understanding and sensitive to the needs and well-being of the wide range of visitors to DCA, encouraging diversity and audience development</li><li>• Maintain a good knowledge of DCA activities in the context of increasing public understanding and enjoyment of DCA's programme</li><li>• Maintain a good knowledge of DCA and its diverse programme, its environs, including the wider cultural &amp; tourism offers through attending team meetings and programme information sessions</li><li>• Maintain a thorough and practical knowledge of DCA's emergency procedures, health and safety procedures and their effective execution and development</li><li>• Maintain high standards of presentation throughout the cinema's and public areas</li><li>• Be attentive to security of DCA in an open public environment</li></ul>

	<ul style="list-style-type: none"> <li>• Support the Visitor Services Manager with the smooth daily operation of the cinema spaces</li> <li>• In accordance with DCA procedure, capture relevant data from visitors</li> <li>• Support the wider DCA Visitor Services team by undertaking tasks commensurate with the role as may be reasonably required</li> <li>• To undertake any other duties commensurate with the level of the post, as may be reasonably required</li> </ul>
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Person Specification	
<b>Essential:</b>	<ul style="list-style-type: none"> <li>• Evidence of having provided an exceptional standard of visitor experience in a multi-venue Arts organisation or similar</li> <li>• Excellent communication and interpersonal skills and an understanding of the different needs of our visitors</li> <li>• Enjoy and have experience of working confidently with the general public, children and young people</li> <li>• Demonstrable influencing and listening skills</li> <li>• Ability to acquire and share excellent knowledge of DCA's diverse programme offer</li> <li>• Demonstrable IT skills including experience of using Microsoft Office suite</li> <li>• Proven experience of team working</li> </ul>
<b>Desirable:</b>	<ul style="list-style-type: none"> <li>• Knowledge, understanding and enthusiasm for promoting the wider cultural &amp; tourism offer</li> <li>• An interest in contemporary art</li> <li>• Accredited customer service training</li> <li>• Previous experience of using a computerised ticketing system</li> <li>• Demonstrable cash handling and numeracy skills</li> <li>• Knowledge and understanding of Equality, Diversity &amp; Inclusion</li> <li>• Flexibility and a willingness to work extra shifts on an ad hoc basis</li> </ul>

**Please note we are unable to provide sponsorship for a work visa so candidates should ensure they already have or are able to obtain the right to work in the UK before applying.**

**The job description is written as an indication of the nature and scope of duties and responsibilities. It is not intended as a fully descriptive or definitive list and jobholders will be expected to carry out other duties assigned which are appropriate to the role.**

#### **How your information will be used**

In order to progress your application, for administrative purposes, DCA will record, keep and hold the personal data which you have provided in this application stored in our HR files. Your data will not be transferred to any



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third parties outside of DCA. If you are successful DCA will retain this data as part of your employee record which will be stored on the basis of our Privacy Policy. In the event your applications is unsuccessful, we will hold the application and the data contained for three months in case of a future vacancy which we may invite you to apply for, following which we will delete it. If you have any questions about DCA's use of data please contact us.