



## Dundee Contemporary Arts

Role Details	
<b>Job Profile:</b>	<b>Visitor Assistant</b>
<b>Department:</b>	Visitor Services
<b>Hours:</b>	12.30 - 20.30 (1 hour unpaid break)
<b>Working Pattern:</b>	Tuesdays
<b>Salary:</b>	£4,368
<b>Contract Type:</b>	Permanent
<b>Reporting to:</b>	Visitor Services Manager
<b>Direct Reports:</b>	N/A
<b>Location:</b>	DCA Building

The Role	
<b>Job Purpose:</b>	<p>Working across our Box Office, Galleries and Cinema and Shop, the role of our Visitor Assistants is to ensure, through providing exceptional standards of visitor experience, that all visitors are welcomed warmly, encouraged to learn about and engage with our diverse programme of activity and have a safe and enjoyable visit to DCA.</p> <p>Visitor Assistants will offer our visitors a variety of services and information to enhance their visit and process sales of cinema tickets, courses, events, shop products and memberships.</p> <p>Remaining attentive to security and health and safety, you will undertake a proactive role in responding to any related situations and will also undertake a range of routine tasks to maintain high standards of presentation.</p>
<b>Key Outputs &amp; Accountabilities:</b>	<p><b>Visitor Services</b></p> <ul style="list-style-type: none"><li>• Provide a warm welcome for all visitors to DCA</li><li>• Proactively ensure the customer journey is smooth and efficient</li><li>• Working across box office, galleries, cinema and shop, actively promote all DCA's programme activity, including talks and tours, memberships and any special events</li><li>• Use our ticketing and EPOS systems to process sales and accurately, securely and effectively handle cash, undertake shift takings reconciliation and preparation of cash income for banking</li></ul>

	<ul style="list-style-type: none"> <li>• Accurately and securely gather and manage audience data in accordance with GDPR</li> <li>• Engage with visitors, enabling them to explore and enjoy all that DCA has to offer by interpreting programme activity clearly and accurately</li> <li>• Host group visits as required</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 and its diverse programme including the wider cultural &amp; tourism offers across the city</li> <li>• Maintain a thorough knowledge of all programme activity and retail stock at DCA, including ticketing, availability, pricing and special promotions</li> <li>• Assist, when possible, with merchandising and replenishing stock to maximise sales and to benefit shop presentation</li> <li>• Adopt and demonstrate a flexible approach to working in team situations</li> </ul> <p><b>Health, Safety &amp; Security</b></p> <ul style="list-style-type: none"> <li>• Remain alert to security at all times including visual checks, security checks and dealing with incidents</li> <li>• Manage visitor flow and queuing safely and efficiently, especially at peak times</li> <li>• Comply with DCA’s Health &amp; Safety policies and procedures to ensure the safety and welfare of visitors and colleagues, including assisting with evacuations in the event of an emergency</li> <li>• Undertake a range of routine tasks to maintain high standards of presentation</li> <li>• Accurately and securely gather and manage audience data in accordance with GDPR</li> </ul> <p><b>Other</b> Undertake any other duties commensurate with the level of the post, as may be reasonably required</p>
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<b>Person Specification</b>	
<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> </ul>



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	<ul style="list-style-type: none"><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><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>
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**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 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 application 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.