

INSTITUTE OF CONTEMPORARY ARTS (ICA): JOB DESCRIPTION

Job Title:	Public Advisor (Programme)
Hourly Rate:	£10.55 / hour
Reporting to:	Operations and Visitor Services Managers
Contract:	Part time guaranteed hours flexible contracts / 1 permanent part time contract 24 hours a week (including some evenings and weekends).

PURPOSE OF THE POST

Public Advisors (Programme) at the ICA are ambassadors for the ICA programme, providing visitors with excellent customer service and programme-related information. This team plays an important role in ensuring that visitors can enjoy and participate in the ICA's programme across our various programme spaces in a safe, friendly and informative manner. You will have special access to the curators, artists and film-makers we work with, helping you develop a more detailed knowledge and understanding of our programme that you can then share with our visitors.

In this role, you would need to work regular evenings and weekends as part of the normal rota where required, working alongside our Curatorial, Box Office, Technical and Operations teams to deliver performances, film screenings, talks and live events as well as our exhibitions. To be successful in this role, you must be friendly and approachable, and passionate about providing excellent customer service, keeping up to date with the current and future ICA programme in addition to promoting the ICA's full cultural offer.

KEY TASKS AND RESPONSIBILITIES

Visitor Care and Information Sharing

- Broadly responsible for providing excellent visitor services throughout all spaces in the venue, by ensuring a clean, tidy and welcoming environment and providing accurate information about the ICA's current programme, history and heritage and commercial offering in a warm, welcoming manner.
- Respond to visitor enquires across the ICA's programme spaces and ensure that visitors can access and enjoy the full ICA programme in a safe, friendly and welcoming environment.
- Answer enquiries and provide up-to-date information - regarding tickets, membership, programmes and facilities.
- Meet and greet visitors within the ICA Foyer and sell exhibition tickets where relevant.
- Ensure that visitors understand the purpose behind our membership offer and encourage conversion to annual members at every opportunity.
- Check exhibition, event and cinema tickets at the appropriate locations and resolve any problems, reporting to senior staff where necessary.
- Provide additional support as needed for visitors with special access requirements.

- To be fully engaged with the current programme and to be equipped with any additional information e.g. programme changes, special offers, etc., by regularly checking emails and proactively seeking or clarifying this information via the Operations and Visitor Services Managers and wider ICA staff.
- Sell ICA books and merchandise outside regular Bookstore and Box Office hours.
- Attend regular programme briefing and training sessions to improve knowledge and customer service skills.
- With other Public Advisors (Programme) and the wider Curatorial department, develop and deliver weekly exhibition tours to visitors and work with the Communications team to publicise these tours.

General

- Be aware of and be able to carry out fire and other emergency procedures in the Front of House areas of the ICA.
- Maintain records of and give information about items of lost property.
- Ensure that General Data Protection Regulation requirements are upheld and to follow procedures in line with the Regulation including strictly following our Privacy Policy and Data Protection Handbook.
- Provide cover within the Box Office or Bookstore if required, providing excellent service to visitors and sharing programme-related knowledge (training will be provided).
- Assist in the general tidiness of the Front of House area and all public spaces across the ICA.
- Any other duties requested by the Operations and Visitor Services Managers or the Director of Operations and Visitor Services.

The above list is not exclusive or exhaustive and the post holder will be required to undertake such duties as may reasonably be expected within the scope and grading of the post. All members of staff are required to be professional, co-operative and flexible in line with the needs of the post, Department and the ICA.

Job descriptions are reviewed regularly and at least prior to the annual appraisal, if applicable to ensure they are an accurate representation of the post.

The Institute of Contemporary Arts is committed to up-holding the Equality Act 2010 and encouraging equality and diversity within our workforce and all opportunities provided by the ICA.

We encourage applications from all backgrounds, communities and industries, and we are committed to having a team that is made up of diverse skills, experiences and abilities. Whilst some of our offices have barriers to access, we are taking steps to resolve these, and in the meantime continue to encourage interest from applicants who require reasonable adjustments within the workplace