

Temporary Summer Exhibition Assistants
Summer Exhibition Team- Artistic Programmes Department

4 posts to start between January and March, lasting until end August 2015
Full-time at £7.85 per hour, plus overtime and attractive benefits

The Royal Academy of Arts (RA) is one of the UK's foremost arts institutions, best known for our programme of world-class exhibitions including *The Real Van Gogh*, *Anish Kapoor* and *David Hockney RA: A Bigger Picture*. Our vision is to be a clear, strong voice for art and artists. Our public programme promotes the creation, study and enjoyment of art to a wide range of audiences through exhibitions, education and debate.

An essential part of the London art calendar, our Summer Exhibition is the largest open contemporary art exhibition in the world, drawing together a wide range of new and recent work by established, unknown and emerging artists.

In preparation for the Summer Exhibition we are now looking for Temporary Summer Exhibition Assistants to join the team. The successful candidates will be team-orientated, with strong communication skills and an exceptional eye for detail. You must be computer literate, with knowledge of databases. Previous experience of selling artworks and handling cash would also be advantageous. Most importantly, you will possess first class customer service skills and demonstrate a genuine interest in the visual arts.

Candidates must complete an application form to be considered for this position. You will find our application form and further details about this position in the ***How to Apply*** section of the Careers page on our website:

<http://www.royalacademy.org.uk/careers-at-the-ra>.

Closing date for applications: 23 November 2014
Interviews to be held: 1 & 4 December 2014

JOB DESCRIPTION

JOB TITLE: Temporary Summer Exhibition Assistant
DEPARTMENT: Summer Exhibitions Team - Artistic Programmes
REPORTS TO: Sumer Exhibition & Database Manager

MAIN OBJECTIVE

To provide administrative and sales service prior to and during the Summer Exhibition.

MAIN DUTIES

1. Provide explanations regarding the completion of digital entry forms and answer questions about the Terms and Conditions of entry, delivery, judging and the sale of artworks process. This may be by telephone, email, via the online contact form or in person.
2. Import the details of artists and artworks into the Summer Exhibition database and utilise the system to proofread information and answer queries from artists and buyers.
3. Receive and log shortlisted artworks, ensuring that artists are informed of changes in status and the procedure associated with each stage.
4. Assist in the galleries during the Hang. Help to log exhibited works and proof the 'List of Works'.
5. Despatch 'Offers to Purchase' to artists.
6. Staff desk for the sale of artworks during events and regular opening hours: respond to enquiries from buyers; process deposits and account for daily takings in accordance with set procedures.
7. Collect and record buyers' details on the Summer Exhibition database.
8. Assist in large-scale mailings to artists, galleries and buyers.
9. Comply with all relevant Health & Safety policies, procedures and regulations and take appropriate and reasonable care for the safety of colleagues and visitors to the Academy.
10. Undertake any other duty which may reasonably be allocated by the Summer Exhibition Manager or other senior officer.

PERSON SPECIFICATION

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ESSENTIAL AND DESIRABLE QUALITIES AND SKILLS

- Excellent communication skills: patience, tact, confident manner, good listener and quick thinker
- Good interpersonal skills: as the first point of contact, frontline employees represent the Royal Academy. Ability to communicate effectively with many different/diverse people
- High level customer service experience: ability to handle difficult and demanding people sensitively and effectively
- Excellent command of English, written and oral communication skills: ability to answer customer enquiries to a high standard in person, on the telephone and by email
- Methodical with an 'eye for detail': required for information storage and retrieval, record keeping, proofreading, etc.
- Good team-player: keen to work closely with colleagues in providing a high-quality of service; must be willing to make and accept suggestions for changing working practice
- Flexible and adaptable: willingness to work additional hours and assist at morning and evening events
- Must be highly computer literate: excellent knowledge and experience of MS Office; experience of computerised till/cash points and customer databases would be an advantage
- Highly numerate: experience of handling and accounting of cash in the sales context
- Trustworthy and responsible attitude
- Tasks may involve lifting and carrying Summer Exhibition artworks, boxes of leaflets and reference booklets, etc.