

PHILLIPS

JOB DESCRIPTION

JOB TITLE: GALLERY INVIGILATOR	DEPARTMENT: CLIENT SERVICES
REPORTS TO: CLIENT SERVICES MANAGER	LOCATION: LONDON
POSITION TYPE: CASUAL	EFFECTIVE DATE: July 2023

PRIMARY FUNCTION

Phillips Auctioneers are seeking invigilators to work at their London location, 30, Berkeley Square, Mayfair.

Invigilators are crucial in maintaining the security of the artwork and the safety of all visitors to the show, whilst providing a welcoming and professional front of house experience. Gallery Invigilators report to the Client Services Manager.

DUTIES AND RESPONSIBILITIES

- Welcoming visitors, clients and the general public to the sale, providing a first-class customer experience.
- Ability to talk with knowledge and confidence about the artworks, Phillips and be able to answer general queries
- Be visible and engage with all visitors and staff, to ensure gallery guidelines and protocols are followed.
- Surveillance and monitoring of guests and visitors to the sale. Reporting any issues to the relevant point person
- Maintain a tidy and well-presented exhibition space and report any damages to the artworks / gallery space.
- Assist with set up for various Phillips events and attend and participate at Private Views and support for / attendance at other gallery events as required.
- Promoting health and safety and security
- Assist with closing up, ensure all visitors leave the gallery promptly at closing time.
- Liaising with rest of invigilation team to ensure all artworks are constantly monitored.
- Ensure music is playing in all Gallery spaces
- Any other duties as required.

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This job description is not intended to be an exhaustive list of duties, but it aims to highlight the typical main responsibilities of the post. It may be reviewed at any time, in agreement with the post holder. You may be requested to undertake such other duties as may reasonably be required of you commensurate with your general level.

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PERSONAL ATTRIBUTES

- An interest in modern and contemporary art and culture is essential
- An enthusiastic and friendly attitude and willingness to help is essential
- Well presented, professional smart appearance to represent Phillips.
- Reliable
- Flexible, with a positive proactive approach
- Excellent inter-personal skills balanced with professionalism and diplomacy
- A calm and friendly manner, especially when under pressure
- Excellent spoken communication skills
- Confidence and ability to take charge of the public in an emergency
- The ability to move freely around an exhibition, stand for long periods of time and work alone

PROFESSIONAL SKILLS & EXPERIENCE

- Previous gallery or museum experience would be advantageous.
- Customer service experience
- Multi-lingual would be an advantage
- Basic knowledge of health and safety and first aid would be advantageous

EDUCATION & TRAINING

- BA/BS or comparable working experience.

WORKING CONDITIONS

- Work is primarily undertaken in our Berkeley Square building
- The role will require a fixed commitment to several fixed AM or PM shifts of 4 hours through the sale.
- Invigilators must be able to commit to a training and induction day on site before starting

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ADDITIONAL NOTES

How to Apply:

Please send your CV and cover letter to careerseurope@phillips.com.

Notes:

1. There will be a Phillips T-shirt provided for each invigilator, we ask that the rest of your clothing is black in colour to match this.
2. Gallery invigilators are required to sign in and the start and end of each shift.
3. If you are sick and unable to attend on the day, you must notify the Client Service and Visitor Operations Manager as early as possible by telephone.
4. If you accept a shift and are unable to attend, it is up to you to arrange cover. However, you must ensure that the Client Service and Visitor Operations Manager is aware of any changes.

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