

THE PHOTOGRAPHERS' GALJERY

Posted: 29/04/2026

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| Post: | Visitor Experience Assistant |
| Team: | Visitor Experience |
| Reports to: | Duty Manager |
| Contract: | Casual |
| Location: | The Photographers' Gallery |
| Salary: | £14.27/hr |
| Pension: | Eligible staff will be auto-enrolled into the Gallery's workplace pension scheme (6% employer / 2% employee), in line with statutory requirements |
| Holiday: | In this casual role, statutory holiday pay is accrued at 12.07% of hours worked and paid in lieu of annual leave |

The Photographers' Gallery

The Photographers' Gallery explores how photography is connecting, captivating, and radically changing our world today. The Gallery's programme and spaces – from exhibitions, talks, workshops and digital platforms to the café, shop and galleries – all explore the beauty, complexity and future of photography. On the borders of busy Oxford Street and vibrant Soho, the Gallery is home to photography experts, novices and the photo-curious; artists and students; tourists and passers-by. The Gallery welcomes over 250,000 visitors annually and is an Arts Council England National Portfolio Organisation (NPO).

Our values

- **Expose a fuller picture** – by revealing narratives that go beyond the frame.
- **Develop future creators** – by nurturing artists and new audiences and actively seeking under-represented voices in who we work with and welcome in our spaces.
- **Be one social space** – a place for sharing and collaboration, joining up everything we do both virtually and in Soho.

About the team

The Visitor Experience team consists of the Visitor Experience and Events Manager, Deputy Visitor Experience Manager, Visitor Experience Coordinators and Visitor Experience Assistants.

Purpose of this Role

Our Visitor Experience Assistants ensure every visitor feels welcome and well-supported during their time at the Gallery. They provide helpful information, sell tickets and memberships, and maintain a safe and enjoyable environment. They also support the café, shop and Print Sales Gallery, gather audience feedback and support events. Together, these responsibilities help keep the Gallery running smoothly and create a positive experience for all visitors.

What you will gain

In this role, you'll develop strong visitor engagement skills while helping to create a friendly and vibrant atmosphere for everyone who visits the Gallery. You'll strengthen your communication skills by interacting with diverse audiences, gain hands-on experience selling tickets and memberships, and support a range commercial activities and events with the relevant training. Through this varied work, you'll gain transferrable skills, as well as a broad understanding of how a cultural venue operates day to day and play an important part in shaping each visitor's experience.

Main duties and responsibilities of the role

1. Create a welcoming, engaging and inclusive experience for all visitors.
2. Support the smooth, safe and efficient operation of the Gallery.
3. Contribute to revenue-generating activity through ticket sales, membership, and commercial areas across the site.

Outline of key tasks

- Welcome all visitors in a friendly, approachable and engaging manner, supporting a positive experience for a diverse range of audiences.
- Provide accurate, up-to-date information about exhibitions, events, activities, and wider Gallery programming.
- Process ticket and membership sales using the Gallery's ticketing system.
- Promote and upsell events, memberships and Gift Aid to support the Gallery's work.
- Work in commercial areas such as the café, shop and the Print Sales Gallery as required, and support public and private events.
- Carry out audience research by conducting surveys and collecting visitor insights.
- Assist visitors with access requirements and help them navigate the Gallery and surrounding areas.
- Support and explain Gallery rules to maintain a safe, respectful and enjoyable environment.
- Remain alert to safety and security issues, reporting incidents promptly to the Duty Manager.
- Assist with clearing the Gallery at closing time and support evacuation procedures when needed.

Additionally, staff are encouraged to support the wider, internal workings of the gallery, where possible, by joining one or more voluntary working groups such as the Staff Forum; Equalities, Diversity & Inclusion taskforce; Environmental Working Group; and are expected to attend staff/team meetings and attending training sessions.

Person Specification (to include but not limited to):

We are seeking someone who is enthusiastic, people-focused and comfortable working in a busy, visitor-facing environment. You will enjoy engaging with diverse audiences, be proactive in offering help, and contribute positively to the smooth running of the Gallery. This role suits someone with effective communication skills, a calm and professional manner, and a willingness to support a wide range of operational, sales and safety activities across the site.

Ideal experience/skills:

- Effective communication and interpersonal skills, with confidence engaging diverse audiences.
- Warm, welcoming and professional approach to visitor service.
- Experience in a customer-facing, retail, hospitality, or cultural venue role.
- Proactive and helpful, with the ability to anticipate and respond to visitor needs.
- Calm under pressure, with experience handling busy periods or unexpected situations.
- Reliable, responsible and attentive, with good awareness of mandatory procedures and safety measures.
- Comfortable promoting ticket sales, memberships and other revenue-generating activity.
- Experience working in team environments and supporting colleagues across different tasks.
- Capable of working across varied operational areas, including events and commercial spaces.
- Flexible and adaptable, ready to take on a range of duties in a dynamic cultural setting.

The requirements listed here are guidelines, and you don't have to satisfy every requirement. We welcome candidates who bring transferable skills and experience.

The Photographers' Gallery strives to be an equal opportunities employer and welcomes applications from all sections of the community. Charity no. 262548.

Any materials provided by you as an applicant will be treated as your Intellectual Property. The Photographers' Gallery will only save such materials as part of recruitment and selection process.

To apply please download an application pack from <https://thephotographersgallery.org.uk/about-us/job-vacancies-tpg> and an Equal Opportunities form. Please note we cannot accept CV-only applications – you must

complete the application pack to apply for this role.

Please email completed applications to vacancies@tpg.org.uk with subject header: **Visitor Experience Assistant (casual)**

Deadline for applications: 23:59 on 12/05/2026

Short online interviews and 2 hr trial shifts scheduled from: W/C 18/05/2026



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