

Ex-Prisoner Exhibition Host

Job Description & Person Specification

Job Title	Ex-Prisoner Exhibition Host
Employer:	Koestler Arts, Koestler Arts Centre, 168a Du Cane Road, London, W12 0TX
Exhibition Base:	Southbank Centre (Belvedere Road, London, SE1 8XX) Successful candidates will be employees of Koestler Arts but will be based on the site of our National Exhibition, Southbank Centre.
Supervisor:	Sarah Matheve, Director of Outreach & Involvement (Koestler Arts)
Pay Rate	The hourly rate of pay for hosts is £10.85 per hour.
Type of Contract:	Temporary - 28th October 2021 - 5th December 2021
Hours:	If successful, you must be able to provide availability across our exhibition's busiest operating hours (11am - 8pm daily) including two out of four weekends every month of the contract. Work on specific exhibition events and tours may require shifts outside of these hours.

Main aims of the role

- To work as part of the team that helps showcase our National Exhibition of artwork by prisoners, secure patients and immigration detainees from across the UK.
- To help exhibition visitors interpret and contextualise the exhibition, especially in relation to contemporary and outsider art.
- To act as an ambassador for Koestler Arts and for ex-prisoner employment opportunities by speaking from personal experience to the media, external organisations and the general public.

Duties

- To give a **welcoming, efficient, knowledgeable and friendly service to all visitors** to the National Exhibition of Koestler Arts.
- To **learn about the installations and the artworks on show**; maintaining knowledge of the exhibitions content and aims in order to engage and communicate effectively with members of the public.

- To **operate the Koestler pop-up shop**; opening and closing shop, taking cash and card sales, recording transactions and responding to customer enquiries.
- To **direct visitors to other areas within Southbank Centre** responding appropriately to visitor queries and signposting people on where appropriate.
- To provide members of the public with **information on the range of events occurring throughout the exhibitions run** and of other Koestler Arts activities taking place on other sites.
- To assist **with events** especially during the National Exhibition's opening festival on Wednesday 18th September to enhance visitor experience
- To **distribute exhibition leaflets** and event updates, including restocking leaflet racks.
- To proactively **encourage visitors to complete Audience Choice Awards cards** and explaining the importance of doing this for Koestler's exhibited artists.
- To proactively **encourage visitors to join daily tours** of the exhibition.
- To **lead tours** of the exhibition for visiting members of the public, invited guests, service users, sponsors and funders.
- To help explain and promote the work of Koestler Arts especially by **speaking from personal experience of arts in the criminal justice system** - e.g. leading tours of the exhibition, giving interviews to the media, and speaking at events and to potential funders.
- Assume responsibility for acquiring and **providing venue knowledge** to enable you to respond positively to customer enquiries and maintain effective customer relations.
- To **invigilate the exhibition space**; to help ensure the safety of the exhibits.
- To participate in **team meetings** and regular one-to-one Support and Supervision meetings with supervisor.
- To support colleagues in their role and work as a team, following both the performance standards of Koestler Arts and Southbank Centre's Visitor Experience.
- Keep up to date and maintain a good knowledge of Southbank Centre's fire, safety and evacuation procedures and facilitate the evacuation of the public in the event of an emergency.
- To follow the **procedures** of Koestler Arts, e.g. for health and safety, data protection, and equal opportunities.

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Everyone applying for this role will be assessed against the following criteria. To be invited for interview, you will need to show on your application form **how far you meet each of the numbered points**:

Qualifications

- No specific qualifications are required.

Experience

1. First-hand experience of being in prison or in another secure establishment, and/or of being on probation.
2. Experience of working alongside others as part of a team.
3. Experience of working in a busy customer services role or ability to demonstrate an aptitude towards customer service.

Knowledge

4. A good level of numeracy and accuracy.
5. An interest in at least one form of art - e.g. visual arts, music or writing.
6. Understanding of the need for confidentiality when working with prisoners and other vulnerable people.

Skills and abilities

7. Excellent verbal communication skills.
8. Ability to speak to groups of people about the experience of custody or offending, and the role that the arts can play in the criminal justice system.
9. Ability & confidence to deliver tours of the National Exhibition of Koestler Arts to visiting members of the public.
10. Ability to stay calm under pressure and solve problems.
11. The ability to work as part of a team in a supportive and co-operative manner.
12. The ability to work flexibly including working in the evenings and at weekends.
13. Ability to work constructively with a wide range of people, including team colleagues, Koestler Awards entrants and members of the public visiting the exhibition and Southbank Centre site.

Attitudes and values

14. Good time-keeping and reliability.
15. Enthusiasm for the aims of Koestler Arts.
16. A can-do attitude to solving practical problems.
17. Enthusiasm to learn new skills.
18. A commitment to equal opportunities.