Information Assistant
(fixed-term contract)
Job Description and
Application Pack

Closing date
Wednesday 13 December 2023, Midday
Job Description

**Post:** Information Assistant  
**Reports to:** Front of House & Events Coordinator  
**Salary:** £10.42 per hour  
**Contract:** Part-time (core 25 hours a week), fixed-term, year-long contract  
**Location:** Ikon Gallery, 1 Oozells Square, Birmingham, B1 2HS

About Ikon

Ikon is an internationally acclaimed art gallery in central Birmingham, offering free entry to all. Founded in 1965 as an artists-led alternative space, it has evolved into one of the most internationalist artistic programmes in Europe, combining established with emerging artists. Housed in a renovated neo-gothic school building, Ikon is an educational charity for the promotion of visual art of international significance, playing a key role in the cultural life of the West Midlands region.

Ikon’s main galleries welcome over 200,000 visitors every year, with many more engaging with off-site projects, national and international collaborations and online. Off-site programmes include an artist residency at HMP Grendon Prison, funded by Marie-Louise von Motesiczky Charitable Trust, and Ikon Slow Boat, which hosts the gallery’s Youth Programme (IYP) and is supported by Freelands Foundation. Digital projects form an increasing part of Ikon’s artistic programme, most recently Made in Birmingham/Made in Sydney (2022), a digital collaboration between the Museum of Contemporary Art Australia (MCA) and Ikon, featuring new commissioned artworks by Salote Tawale and Osman Yousefzada.

Ikon is an equal opportunities organisation and welcomes applications from all sectors of the community. In its management structure and as an employer, Ikon is pledged to ensure equal opportunities for all, regardless of age, race, gender, disability, marital status or sexual orientation.
About the Front of House Team and Role

Ikon currently presents up to 9 on-site exhibitions a year across two floors of galleries. These include solo exhibitions by local, national and international artists, new commissions, thematic group shows and exhibitions of historical art with a contemporary relevance.


The successful candidate will have an interest in contemporary visual arts, be reliable and well organised with excellent attention to detail. Operating in line with Ikon’s control measures, they will provide an informative and friendly welcome to all visitors alongside exhibition invigilation, operational coordination including duty person responsibilities, maintaining the security of exhibitions and undertaking reception duties.

The postholder will work as a member of the Front of House team and will be required to work on a shift/rota basis which includes regular weekends and occasional evening work, over approximately five days per week. Core hours are 25 per week with opportunities for overtime.

This is a fixed-term contract (January 2024 – February 2025).

Ikon has a long-standing commitment to diversity in its programming, producing, staffing and community engagement. We actively seek applications from the widest range of applicants.

Key Responsibilities:

- To provide an excellent visitor experience and the highest possible standards of customer service
- To act as Duty Person, providing operational coordination and ensuring a safe and secure environment for staff and visitors
- To contribute to and support team working with colleagues in the Front of House team and wider teams to ensure an efficient working environment
- To operate in line with Ikon’s policies, practice and procedures
Main responsibilities:

Invigilation
- Deliver a high-quality visitor experience to all and work to develop visitor engagement
- Create a welcoming environment for all visitors and be open to answer visitor questions regarding the organisation, exhibitions and events taking place both onsite and offsite
- Ensure the safety of visitors to the galleries at all times and monitor safety and wellbeing within the gallery
- Prepare the exhibitions for gallery opening times and check exhibits are displayed and operating as intended
- Ensure security of exhibits and alert appropriate staff of any potential problems
- Research exhibitions and, as required, deliver Spotlight Tours and group tours for Ikon’s audiences
- Conduct visitor surveys to obtain audience insights and feedback

Duty person
The Duty Person (DP) role is assigned to one Information Assistant on a daily rotational basis whenever the building is open for staff and visitors, which also includes special events and Bank Holidays. All relevant training will be provided by Ikon upon appointment.

The role provides the following operational coordination:
- Keyholder for opening and closing of building
- First Aid training
- Chief Fire Marshalling
- First point of contact to deal with incidents
- Ensure security procedures are followed at all times
- Arrange invigilator cover for unforeseen absences
- Set up access fobs as needed

Reception Duties
- Provide an informative and friendly welcome to all visitors, responding proactively to visitor needs and access requirements
• Deal efficiently and effectively with all telephone and reception enquiries including:
  o Directing enquiries to other staff as appropriate
  o Ensuring visitor information points, reception and staff areas are well stocked, clean and tidy
  o Welcome all pre-booked groups to Ikon, ensuring that they are briefed in health and safety and informed of the gallery guidelines before they start their visit
• Carrying out daily administrative duties including maintaining signing in and out systems, data collating and recording
• Implement Ikon’s ticketing system for booked events and confidently brief visitors upon arrival to events
• Undertake training within Ikon shop and provide shop cover where required

Other
• Attend organisational meetings to report observations and make suggestions related to exhibition interpretation, visitor response, general operation, risk assessments and control measures
• Keep up to date with Ikon’s programme of exhibitions and events to help promote activities and answer visitor questions
• Operate in accordance with Ikon’s policies and procedures, including health and safety, safeguarding, equal opportunities, and other practices
• Maintain a safe and secure environment for staff and visitors in accordance with Ikon’s codes of practice
• Support inductions and further training for new colleagues as required
• Adhere to Ikon’s dress code for front of house staff
• Conduct yourself in a professional manner at all times
• Complete any other duties commensurate with the job role

Required Competences:
Essential
• Good numeric, administrative and computing skills to aid personal organisation and professional efficiency
• Excellent attention to detail and the ability to be logical and methodical
• Strong time-management skills with an ability to plan ahead, anticipate requirements, and to manage competing priorities successfully
• The ability to communicate effectively and inspiring both face to face and in writing with visitors, staff and colleagues

**Arts and cultural sector**
• A good understanding of the arts and cultural sector
• A commitment to and knowledge of contemporary art

**Working relationships**
• Develop productive working relationships with others to ensure efficient and successful operation
• Build the trust and support of colleagues and team members
• Develop the trust and support of your line manager through regular and effective communication
• Minimise interpersonal conflict

**Teamwork**
• Work effectively with others
• Contribute to good practice within the team
• Support others in their work

**Working environment**
• Monitor and maintain a safe, healthy and secure working environment
• Minimise danger by being proactive, particularly in the event of an emergency
• Reduce discomfort and risks arising from accidents and signs of illness
• Review workplace assessment of risk
• Monitor and maintain an effective and efficient working environment

**Professional development**
• Plan and carry out your work to meet requirements
• Undertake training required for the role that is to be provided by Ikon
• Participate in development meetings to discuss opportunities for learning in line with organisational requirements
• Attend meetings with the line manager to discuss personal development and review progress at allocated times during the contract
Terms and Conditions

Location  
Ikon Gallery, 1 Oozells Square, Birmingham, B12HS

Contract  
Part-time. Fixed-term year-long contract

Salary  
£10.42 per hour

Hours  
Core 25 hours per week. Evening and weekend work is required.

Holidays  
25 days pro rata

Notice  
One month

Additional Benefits  
Workplace pension schemes, Childcare voucher scheme, Discount at Ikon shop

How to Apply

Please send the following to office@ikon-gallery.org by Wednesday 13 December 2023, Midday (BST) with the subject line ‘Information Assistant Application’

- A completed application form
- A complete Equal Opportunities Monitoring form

Interviews will take place on Wednesday 20 December at Ikon Gallery. Start date is week commencing 22 January 2024.

Note

Applicants must be able to provide evidence of their right to work in the UK.

Ikon requires all staff to obtain a Government Disclosure and Barring Service (DBS) check, in accordance with Ikons Child and Vulnerable Adults Protection Policy. You will be required to provide the necessary documentation for the DBS check to be carried out. Ikon will cover the cost of obtaining the DBS check and reserves the right to request additional checks at any time in the future.
Guidelines on Completing Application Form

Section 1 – Personal Details
Complete the personal details section providing contact information for us to update you on your application.

Section 2 – Present Employer & Section 4 - Previous Employer
Information is required on your past and present employer. You should give a brief summary of the key responsibilities and duties of the job and reasons for changing jobs. If there are gaps in your employment record please give dates and details.
If you have recently left school, college, university or a training programme and you have not yet had a full time or permanent post, then please give details of any voluntary work or work experience, including a brief summary of your responsibilities or experience.
Whatever your professional experience, give examples of the skills and qualities you have developed which match those in the job description.

Section 3 – General and Further Education
Please give details of any form of education or training that you have undertaken and list qualifications that were obtained. This also includes details of any professional or technical qualifications relevant to the post that you are applying for. If the course did not lead to a qualification you should still include this information.

Section 4 – Previous Employment and Work Experience
Please detail previous work that you feel is relevant to the role you are applying for. This may be paid or voluntary work, providing the most recent example first.

Section 5 – Specific Information in support of your application
Explain why you have applied for this position. Offer evidence of your suitability e.g. courses undertaken, work shadowing, skills, strengths and experiences. Emphasise why you consider yourself to be a strong candidate. The emphasis here is on what you have to offer the job, not what the job offers you. Give an overview, usually there is more than a single reason why you would be a strong candidate.
Section 6 – Additional information

Please detail any additional information, not covered elsewhere, which will give strength to your application. Give reasons (but not excuses) for anything unexplained on your form, e.g. repeat years, failed subjects etc, be positive by describing what you learned from the experience.

Section 7 – References

Please give the names and addresses of two referees who are able to provide a reference on your suitability for the post. Your referees must be able to comment on your past employment and recent work performance in relation to the selection criteria. It is advised that your most recent, direct supervisor/line manager is nominated as one of your referees.

If you are unemployed or unable to use a previous employer as a referee (if the employer no longer exists) you should give a name of a referee who can verify your good character. This should not be a family relation or friend.

If you have recently left school, college or University you should give the head teacher, principal or tutor as your first referee.

References are usually requested automatically for all shortlisted candidates, unless you have stated otherwise. Please ensure that you tick the boxes that ask if we can call for a reference prior to interview.

We would strongly suggest that you provide a least one referee that can be approached prior to the interview stage.

Section 8 – Interviews

Please tell us if you are unable to attend an interview on the specific date advertised or, in the case where interview date is to be confirmed, tell us about your availability for the 6 weeks following on from the deadline for applications forms (e.g. any holidays).

Section 9 – Privacy Statement

Ikon is committed to adhering to the protection of personal information as outlined in the General Data Protection Regulations (GDPR). The personal data provided during an application process will be retained for a period of at least six months or, if required by law, for as long as is required.

Section 10 – General & Declaration

Please make sure you check your details and information given are correct and sign the declaration. If you provide any false information or fail to supply details, this will
result in your application not being pursued or may invalidate any offer of employment or lead to termination of employment.

**Equal Opportunities Monitoring Form**

Ikon is committed to a policy of Equal Opportunity in its employment practices. The aim of the policy is to eliminate unlawful and unfair discrimination on any grounds including gender, ethnicity, age and disability. Please answer all questions fully. The answers you provide will be treated in confidence and will play no part in the selection process.

**Safer Recruitment to Protect the Vulnerable**

Ikon requires all staff to a criminal record check through the Government’s Disclosure and Barring Service, in accordance with Ikons Protection Policy. You will be required to provide the necessary documentation for the checks to be carried out if you are successful in your application.

**Asylum and Immigration**

All job offers will be subject to confirmation that you are permitted to work in the UK in accordance with the provisions of the Asylum and Immigration Act 1996.

Under Section 8 of the Act it is a criminal offence to employ someone who is subject to immigration control, but who does not have permission to live or work in the UK. If you are offered employment you will be required to provide evidence of your entitlement to work in the U.K. before your employment can be confirmed.