

Job Application Pack

Visitor Assistant



Photo: Abiola Remi-Lawal

Welcome

Thank you for your interest in our vacancy for a Visitor Assistant.

In the following pages you will find:

- An explanation of the application process.
- An overview of what we do here at Freelands Foundation, and why we do it.
- A job description that sets out what this role is responsible for and who it reports into.
- A person specification that sets out what we think the requirements are for someone to do this role, in terms of experience, knowledge, skills, qualifications and attributes.
- A summary of terms that sets out the salary, hours, working pattern, working location and holiday pay.

The application process

You will need to read through this job application pack, and we also encourage you to take a look at our website. If you would like to apply for this role then please follow the link on our careers page, and provide the following via the online application form:

1. An up-to-date CV.
2. Responses to the application questions outlined at the end of this pack.
3. Contact details of two referees.

AI tools, such as ChatGPT, can be useful for exploring thoughts but we ask that the words you share with us are your own. Responses that feel overly generic or artificially generated may not reflect the individuality we value and could affect how your application is perceived or result in it being rejected.

Accessibility

If using the online portal is not accessible to you, please let us know by emailing recruitment@freelandsfoundation.co.uk and we will do our best to accommodate your needs so that your application can still be considered.

Deadline

The deadline for applications is 12pm (noon) on Monday 31 August 2026. Anything we receive after that deadline will not be considered.

Next steps

We will consider all completed applications received by the deadline. Please read the full person specification; this is the framework we use for assessing candidates throughout the recruitment process. If you are not sure if you meet all of the requirements, please don't automatically rule yourself out – let us do the scoring.

We will create a shortlist for first interviews and send a response out to all applicants that either invites you to an interview or lets you know that your application has been unsuccessful. Due to the high volume of applications we receive, we do not provide feedback on unsuccessful applications at this stage.



Freelands Foundation
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If you are invited to interview, your interview invitation will let you know where to go, when and what to expect. We will also ask what adjustments we can make to ensure your interview is fully accessible to you.

We may provide some questions in advance, and we may also ask interviewees to prepare or take part in a practical exercise as part of their interview. If so, we will include full details of that in advance as well, and everyone invited to interview will get the same information. We may also ask to take up some references in advance, with your permission. This would not include your current employer, unless you gave us permission.

There will be at least two rounds of interviews. The first round will be a 20-minute video call with the Building and Operations Manager. The second round will be an in-person recruitment event where groups of candidates will take part in exercises together, have a tour of our current exhibition and event spaces, and interact with different members of the Freelands Foundation team. Afterwards we will let all our interviewees know our decision as quickly as we can, and offer feedback based on their application and interview, if they would like it.

Interview dates

We are aiming to hold first round interviews between 4 and 8 September 2026. The second round recruitment event will be on 11 September. If this changes, we will let everyone affected know as quickly as we can.

In addition, there will be a mandatory training session which successful candidates are required to attend on 28 September 2026.

More information

This appointment is subject to a Basic DBS check.

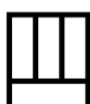
Freelands Foundation is committed to anti-racism and to addressing inequality in the art sector. We warmly welcome applications from Black, Asian and ethnically diverse candidates, as individuals from these backgrounds are currently underrepresented at all levels of our organisation.

We have tried to make this application as comprehensive as possible. If you cannot find the information you need before deciding whether to apply, please email recruitment@freelandsfoundation.org.uk.

We really appreciate you reading this far and thank you for your time and interest.

With best wishes,

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About Freelands Foundation

Freelands Foundation champions art education. Freelands Foundation believes in the intrinsic value of art and that making is fundamental. Its vision is to increase the status of art education, enable equality of access and promote material literacy.

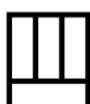
The Foundation supports this important work in formal education settings, in galleries and art organisations, and by learning through artistic practice. Its charitable programme provides vital funding through grants, awards, fellowships and residencies. It also commissions innovative action research to inform the Foundation's future support and to help make progress across the sector. At the Foundation's home in London, as well as online, there is a programme of lively discussions, workshops and events for teachers, artists, gallery and art professionals, alongside a growing library of inspiring art education resources.

Our operating model is based around three main pillars – Programmes, Audiences and Operations. We work collaboratively to ensure that our programmes and operations serve our audiences in delivering our mission.

Freelands Foundation was set up in 2015 by Elisabeth Murdoch. It is a registered charity (number 1162648).



Photo: Matthew Blunderfield



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About the role

Freelands Foundation is looking to expand its pool of Visitor Assistants to support the delivery of our exhibitions, events and public programme.

As a Visitor Assistant, you will play a key role in creating a welcoming, engaging and safe environment for all visitors and guests. The role includes supporting bar service during events, providing excellent visitor engagement and customer service, gallery invigilation and assisting with the smooth running of exhibitions, private views and public programmes. Working across events such as the Painting Prize, Freelands Awards, forums, reading groups and creative making sessions, you'll help ensure every visitor has a positive and memorable experience while contributing to Freelands Foundation's mission to champion art education.

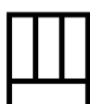
Visitor Assistants are engaged on a zero-hours basis, with shifts offered according to the Foundation's exhibition and events programme. This opportunity is ideal for someone who enjoys flexible working and thrives in a fast-paced, public-facing environment. We're looking for people with experience in hospitality, visitor experience or a similar customer-facing role. Experience working front of house within a gallery, museum, arts venue or events environment is highly essential. You'll be confident engaging with members of the public, artists, partners and invited guests, providing a warm, professional and inclusive welcome to visitors of all ages and from a wide range of backgrounds and communities.

If you're someone who enjoys working as part of a team, takes pride in delivering exceptional customer service and is passionate about creating memorable visitor experiences, we'd love to hear from you.

Please see the full job description and role requirements overleaf for more details.



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Job description

Role purpose

To support the successful delivery of Freelands Foundation's exhibitions and events by providing excellent visitor engagement, gallery invigilation, event support and hospitality, creating a positive and inclusive experience for all visitors and guests.

Role Responsibilities

Event support

Event support work will involve a range of physical duties, including moving up and down staircases, carrying items such as trays of drinks and crockery and event equipment, moving items such as light chairs and tables, standing for extended periods and operating in environments that may, at times, be crowded and noisy.

Visitor Assistants should follow the event briefing provided by the Building and Operations Manager, or equivalent. Duties may include, but not be limited to:

- Provide a proactive and inclusive welcome to visitors and colleagues, ensuring event guests get the information, greeting and service they need, to the agreed standards.
- Physically set up event settings, including moving and arranging seating, catering supplies and information materials, and organising refreshment areas.
- Physically clear down events, including moving seating and catering supplies, and cleaning.
- Proactively maintain a safe, clean and attractive environment throughout an event, alerting the Building and Operations Manager and colleagues to any health and safety or guest experience problems.
- Run a welcoming and secure cloakroom service as assigned.
- Provide drinks and refreshments to guests and colleagues.
- Distribute marketing leaflets and similar materials promoting the event.
- Other event support duties as reasonably required by the Building and Operations Manager or their proxy, during an event support assignment.

Invigilation

Invigilation work will involve occupying the exhibition spaces for extended periods while maintaining a welcoming and attentive presence. Visitor Assistants are expected to engage positively with visitors, provide information about exhibitions and the venue, monitor gallery spaces, and remain alert and focused throughout their shift, including during quieter periods. Depending on the exhibition and visitor numbers, gallery spaces may be calm and quiet or busy and crowded. Duties may include, but not be limited to:

- Provide a proactive and inclusive welcome to visitors and colleagues, ensuring exhibition visitors get the information, greeting and service they need, to the agreed standards.
- Proactively maintain a safe, clean and secure environment throughout an invigilation shift, alerting the Building and Operations Manager and colleagues to any health and safety, visitor experience problems or risk to exhibition pieces.
- Learn the key points about the exhibition content and background by the Programmes team and share this information proactively with exhibition visitors.



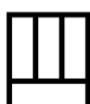
- Respond to visitor enquiries, noting and escalating any enquiries that cannot be answered immediately.
- Gather feedback and evaluation information from visitors.
- Provide brief exhibition tours to visitors.
- Provide drinks and refreshments to guests and colleagues.
- Other invigilation duties as reasonably required by the Building and Operations Manager or their proxy, during an invigilation assignment.

Overall

- Work in cooperation with colleagues across the organisation, providing support and cover as needed within available time and resource.
- Undertake organisational training as required.
- Work within the organisation's agreed policies and processes, confirming such with a senior manager where clarity is needed.
- Uphold the organisation's values and mission in all internal and external interactions undertaken on behalf of Freelands Foundation.
- Be willing and available to work shifts at off-site locations as required.

Please note: As duties and physical requirements may vary, some shifts will require manual handling, including carrying items up and down stairs.

The above job description is intended to be an outline of the duties and responsibilities of this role. This is not exhaustive, and it is likely to change over time.



Person specification

Essential

Experience

- Demonstrable experience working in a busy, customer-facing environment, ideally within hospitality or a similar visitor-facing setting.
- Experience working in a front of house role within an art gallery, exhibition, events venue or a similar cultural environment.
- Experienced in following safe working practices and applying a solid understanding of health and safety procedures within cultural or events settings.

Knowledge

- An understanding of, and interest in, contemporary art.
- A good understanding of safe working practices, including the safe handling of food and drink, and the movement of equipment and materials within a shared workspace.

Skills

- The ability to safely carry and move items, including up and down stairs, whilst working within busy, crowded and sometimes noisy environments.
- The ability to remain attentive, focused and engaged throughout quieter periods while maintaining a welcoming visitor presence.
- Excellent customer service and communication skills, with the ability to create a positive, welcoming and inclusive experience for all visitors.
- The ability to adapt to a variety of work types and operational requirements, maintaining professionalism in changing environments.
- Strong interpersonal and visitor engagement skills.

Attributes

- A genuine enjoyment of working with members of the public and invited visitors of all ages and from a diverse range of communities.
- A proactive, collaborative and solutions-focused approach to problem-solving.
- A positive commitment to delivering an exceptional visitor-focused experience.
- A strong commitment to Freelands Foundation's mission to champion art education.

Desirable

Experience

- Experience using ticketing and booking systems.
- Experience using visitor data collection systems.

Knowledge

- Knowledge of accessibility and inclusive visitor engagement.
- Awareness of safeguarding responsibilities within public-facing venues.

Skills

- Relevant training and qualifications, such as Fire Marshal/Fire Warden, Health and Safety, Safeguarding, Emergency First Aid at Work and Food Hygiene.
- Confidence handling visitor enquiries and resolving issues professionally.



Attributes

- Flexible and adaptable approach to changing priorities.
- Commitment to continuous learning and professional development.



Summary of terms

Salary: £15.20 per hour.

Hours of work: As assigned – shifts lasting between 4 – 8 hours, in full hour increments.

Working pattern: There is no set or predicted pattern; Freelands Foundation is under no obligation to offer work, and the Visitor Assistant is under no obligation to accept work. Once an assignment is accepted, however, we expect the Visitor Assistant to carry out the full assignment, or let the Building and Operations Manager know if they cannot attend or complete the shift for any reason by following the agreed process.

Location: Freelands Foundation offices in Central London or other exhibition or event spaces as directed and mutually agreed.

Contract: Zero hours contract.

Holiday pay: Holiday pay is paid separately from your shift pay and is calculated in line with your accrued holiday entitlement based on the hours worked in the preceding months.

Visa sponsorship likely status: Unfortunately, sponsorship is not available for this role.

DBS check: The appointment is subject to a Basic DBS check.



Application questions

Below are the questions you'll find in our online application form that we'd like you to answer as part of your application. For question 1 and 2 we suggest a response of 100 – 200 words.

1. Why do you want to work as a Visitor Assistant at Freelands Foundation?
2. Based on your previous experience in a customer-facing role, please describe a particularly busy shift. What safe working practices did you follow, and what health and safety risks did you identify and manage?
3. Our next major exhibition will run at our Errol Street building from 6 October – 31 October 2026. We plan to run some training sessions for the successful applicants in the week commencing 28 September. The exhibition will then be open to the public Wednesdays – Sundays between 12 – 6pm, with some private evening events. Based on your current commitments, please list any times in that period that you would NOT be available for a shift. If you are available for all of these times, please just answer 'Fully available'.



