Phoenix

Role Description

JOB TITLE: GALLERY ASSISTANT - THE FAIRY TALE OF JESSE FORD

REPORTS TO: CUSTOMER SERVICES MANAGER / DUTY MANAGER

PURPOSE OF THE JOB:

Gallery Assistants will welcome visitors to **The Fairytale of Jesse Ford**, an immersive exhibition by artist studio Ben Fredericks [Collaborations] at Phoenix. The role focuses on providing friendly, thoughtful customer service, helping audiences enter and leave the experience, and keeping the gallery safe and welcoming.

The exhibition explores themes of suicide, grief and the loss of a child. We recognise that these subjects may affect people in different ways, so Gallery Assistants will receive paid mental health awareness training from mental health charity Mind. This will help them engage with visitors sensitively and confidently, while also developing skills to support their own wellbeing. Gallery Assistants will not be expected to provide counselling, mental health first aid or specialist advice.

Phoenix is Leicester's independent cinema and art centre, presenting film, visual art, digital art and creative experiences. We welcome applicants from a wide range of backgrounds. Previous gallery experience is desirable but not essential.

MAIN DUTIES:

- Welcome visitors and explain how to enter, navigate and leave the immersive experience.
- Answer questions about the exhibition and share relevant information about Phoenix's programme.
- Respond sensitively to different visitor needs.
- Onboarding visitors to the experience including the use of phone-based technology.
- Keep the exhibition space safe, tidy and welcoming, and follow the agreed opening and closing routines.
- Carry out simple checks and operate exhibition equipment following training.
- Record visitor numbers, enter feedback and complete other data entry tasks.
- Report visitor concerns, incidents, technical problems or safety issues to the appropriate Phoenix colleague.

GENERAL:

- Work as part of Phoenix's wider team. One Gallery Assistant will be on duty in the exhibition at a time, with support from other Phoenix staff.
- Attend all required paid training, including accessibility, health and safety, fire procedures and mental health awareness.
- Follow Phoenix policies and procedures, including equality, safeguarding, health and safety, and confidentiality.
- Work part-time shifts on a rota, including some evenings and weekends, and undertake other reasonable exhibition-related tasks.

CONTRACT DETAILS:

- Positions: Three part-time Gallery Assistants
- Contract type: Fixed-term, zero-hours contract
- Contract dates: 11 January to 14 March 2027
- Hourly pay: £13.25
- Working hours: Rota-based, with hours varying according to exhibition requirements. Some evening and weekend work will be required.
- All induction and training will be paid.

KEY DATES:

- Closing date for applications: Thursday 3 December 2026
- Interviews: Wednesday 9 December 2026
- Contract start date: Monday 11 January 2027
- Contract end date: Sunday 14 March 2027

HOW TO APPLY:

To apply for this post, please submit:

- Your CV
- A covering letter (maximum 200 words)
- A completed Equal Opportunities Monitoring Form

In your covering letter, please explain why you're interested in the role. Across your CV and covering letter, we'd like to hear about:

- Your experience engaging with people, through work, volunteering, study or community activities.
- Your communication skills and how you offer a friendly, thoughtful welcome.
- Your reliability, willingness to learn and confidence using everyday technology.

How to submit your application

Please email your application to jobs@phoenix.org.uk, using the subject line Gallery Assistant Vacancy.

Alternatively, you can post or hand-deliver your application to:

Laura Errington
Phoenix
4 Midland Street
Leicester
LE1 1TG

For informal enquiries, please contact laura.errington@phoenix.org.uk.

PERSON SPECIFICATION

REQUIREMENTS	ESSENTIAL	DESIRABLE
Qualifications & Training	• No formal qualifications or previous gallery experience required. • Willingness to undertake paid induction and training.	• Art gallery worker experience • Interest in developing skills in arts and culture.
Experience & Achievement	• Experience of engaging with people, gained through employment, volunteering, study or community activities.	• Experience in a public-facing setting such as a cinema, library, café, shop, community organisation, visitor attraction or gallery. • Experience supporting accessibility in public spaces.
Specific Skills & Knowledge	• Friendly, welcoming manner. • Clear communication skills. • Ability to follow guidance, carry out checks and data entry • Comfortable with technology including phones and programmes such as MS Excel and Word. • Willingness to ask for support when needed.	• Interest in digital art, visual art, immersive exhibitions or artist moving image.
Motivation & Personal Communication	• Interest in art and culture. • Thoughtful and sensitive approach to others. • Reliable, punctual and able to work both independently and with colleagues. • Flexible and motivated approach.	• Interest in learning exhibition technology.
Other	• Able to work agreed part-time shifts, including some evenings and weekends. • Commitment to inclusive visitor service, equal opportunities and following safety procedures.	