



Together, we make it V&A

V&A South Kensington
Operations Assistant

V&A

Operations Assistant

Reports to	Operations Manager/Deputy Manager
Department	Front of House
Line Management	N/A
Principal Location	100% onsite at South Kensington
Hours	Part-time/Full-time
Salary	London Living Wage: £13.15 (from 1 April, will be increased to £13.85)
Work pattern	All roles require weekend working. Some roles require evening working and ability to work across Mon - Sun
Contract	A mixture of fixed-term and permanent roles available





Who we are

The V&A is a family of museums dedicated to the **power of creativity**. Our mission is to **champion design and creativity** in all its forms, advance cultural knowledge, and inspire makers, creators and innovators everywhere. We share a 5,000-year-old story of creativity through **exhibitions, events, educational programmes, digital experiences, conservation, research**, and an ever-evolving national collection of over 2.8m objects spanning **every creative discipline**.

The Commercial division is tasked with developing and delivering an ambitious strategy for sustainable commercial growth, as a fundamental part of the overall V&A experience and brand position.

Front of house Operations brings together the visitor facing teams of volunteers, gallery, welcome, shop and catering operations and is tasked with running day-to-day operations at South Kensington, onsite revenue generation across key museum touchpoints and delivering a seamless visitor experience for all.



What will I be doing?

On a day-to-day basis, you'll be working on your feet in the V&A gallery spaces, in a busy and exciting public-facing environment.

Operations Assistants work closely with the objects and visitors in galleries, focusing on safety and security as well as having the knowledge, confidence and charisma to engage visitors with the collection.

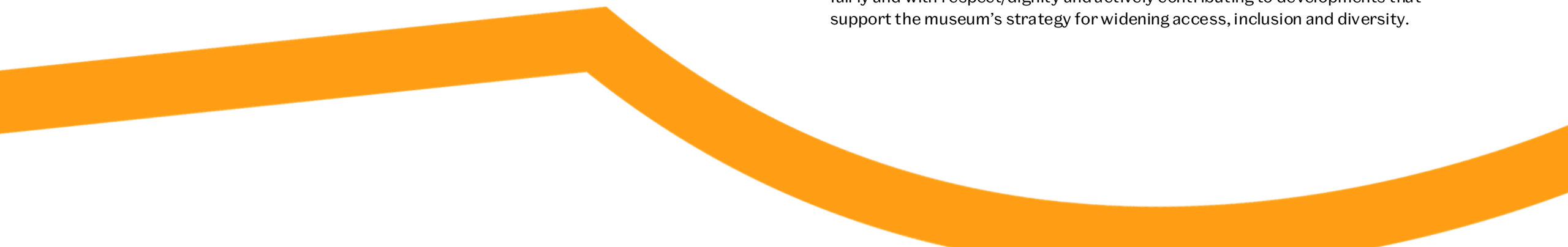
.You'll learn about great customer service, proactively engaging with and helping visitors from all over the UK and the world.

You'll be an active and visible presence in a specific area of the museum, responsible for carrying out object and gallery checks. You'll remain calm and take control to lead visitors in the event of evacuations and/or emergency situations.

The role is primarily standing and involves light manual handling

Please email talentandskills@vam.ac.uk if you have any further questions.

About the role

1. Responsible for and focused on the safety and security of objects and people in the galleries, carrying out the museum's safety and security procedures as part of the V&A's wider Security strategy, maintaining a proactive vigilant mindset, escalating and reporting when necessary.
 2. Ensuring the environment for visitors is safe and enjoyable in a way that is approachable, patient and understanding.
 3. Ensuring immaculate presentation standards across the galleries, resolving issues in a timely manner, taking initiative or working closely with the management team using the correct radio etiquette.
 4. Take pride in appearance and personal presentation as a representative of the V&A, this is reflected by punctuality, attendance and commitment to the role.
 5. Confidence and emotional intelligence when dealing with difficult or emergency situations.
 6. Actively engaging visitors in the hidden narratives within the collections delivering ad-hoc tours, such as F.L.I.P. talks (part of the cultural heritage programme) or Secrets of the Museum (BBC documentary).
 7. Providing a positive, memorable and tailored interaction at any and every point in a visitor's journey throughout the museum. Assisting visitors with requests and directions providing clear information.
 8. Supporting families and children delivering tailored readings and tours in collaboration with the Learning Department.
 9. Promote equality and diversity in all aspects of your work by developing and maintaining positive working relationships, ensuring that colleagues are treated fairly and with respect/dignity and actively contributing to developments that support the museum's strategy for widening access, inclusion and diversity.
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Why work here

We strive to integrate **equality, diversity, and inclusion** consistently and naturally into all our activities.

We are proud to be an **open, tolerant, and diverse** organisation. We want to do more to welcome a broader audience and develop a more diverse workforce.

We work closely with our **staff networks** to develop our employee experience.

The V&A values are **Equity, Sustainability, Generosity, Collaboration and Creativity.**

We are committed to a strict **zero tolerance policy on any discrimination, harassment or bullying.**

Disability Confident

We are committed to guaranteeing an interview for applicants who declare they have a disability and meet the minimum criteria for the role.



What we're looking for

- Able to maintain a constant level of pro-activity within the gallery, which involves the ability to move around the museum spaces throughout the day and a willingness to use interactive equipment in the gallery areas.
- Able to follow procedures in relation to security, safety and emergency situations.
- Able to react confidently and sensibly to unforeseen circumstances feeling empowered to do so.
- A proactive, approachable, visitor focused individual, a people person with a background in, or a passion for, delivering outstanding visitor experience in a customer service or hospitality role.
- Outstanding communication and customer service skills and ability to interact positively with people, both staff and visitors alike.
- High level of emotional intelligence. Sincerity when dealing with visitors or members of the team and receptive to others' opinions.
- A reliable, punctual and trustworthy team player who understands the importance of working as part of a large, dynamic team.
- Ability to operate with minimum supervision and able to adapt to new or changing situations. Must have a strong sense of responsibility and initiative in all tasks undertaken.
- A strong team player, with the ability to work closely with peers to achieve a common goal. A high level of diplomacy, able to act as an ambassador for the museum in a variety of situations.
- Experience of communicating clearly, with the ability to adapt your communication style for different groups
- The ability to use MS Office and other relevant IT systems as appropriate for the role.
- Understanding of how to have a flexible approach to work within a busy operational environment.
- Respects others' expertise, time, perspectives and contribution.
- Takes responsibility for delivering on actions, achieving high-standards and learning from mistakes.
- Open to change, new ideas and suggestions; looks for opportunities for improvement and self-development.
- Works with others outside their own department in a collaborative, understanding and engaging way.
- Shares our Values of Sustainability, Equity, Creativity, Collaboration & Generosity

What we offer you

- **29** days of holiday + public holidays each year
- **5.5%** employee pension contribution, **10%** employer pension contribution (*post-probation*)
- Life assurance scheme (*to value of 4 x annual salary*)
- Family-friendly policies e.g. enhanced maternity + paid carers leave
- An interest-free loan for a travelcard, bike, or for a deposit if you're renting (*post-probation*)
- Free sanitary products for all employees across our sites
- Free entrance to many major museums and exhibitions
- Benefits platform offering discounts at major retailers
- Socials events, such as staff summer and Christmas parties
- An Employee Assistance Programme – free and confidential services to provide support
- Tickets to V&A exhibitions for you, your friends or family + 25% discount on V&A shops and cafes



What next

Apply here [Vacancies at the V&A · V&A](#)

Application Deadline Thursday 20th March

We operate anonymous shortlisting at the V&A. This means that the manager cannot see your name, contact information, or equality data when shortlisting your application.

We are a Disability Confident Employer offering guaranteed interviews to those who declare their disability and meet the job criteria under the Disability Confident Scheme.

Interview/Assessment days Monday 24th Tuesday 25th March

Potential Start Date to be confirmed

Any Questions?

Contact our Recruitment team at careers@vam.ac.uk



Thank you

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