



## **Job Description**

Job Title	Visitor Services Intern
Location	Cass Sculpture Foundation, Goodwood, Chichester
Reports to	Joanne Williams, Head of Visitor Services.
Salary	National Minimum Wage

## **Background**

Cass Sculpture Foundation is a not-for-profit commissioning and educational organisation that provides a platform for artists to achieve new levels of ambition and share their work with a wider audience.

Founded in 1992 by Wilfred and Jeannette Cass. Set within twenty-six acres of West Sussex countryside, the Foundation was conceived as a unique not-for-profit organisation. It is composed of exhibition spaces, an archive, an educational resource and a commissioning body.

Profoundly committed to fostering new, as well as established talent, the organisation commissions as many as 15 works every year. It is consequently home to a constantly evolving display that has included sculptures by Antony Caro, Eduardo Paolozzi, Rachel Whiteread, Tony Cragg, Antony Gormley and Sara Barker amongst others.

All of the works on display are available for sale, with proceeds split equally between the artist and the organisation in order to facilitate new commissions. This policy fosters a cycle of creativity, realised on a monumental scale.

Each year, the organisation's curatorial team invites a selection of carefully researched artists to submit proposals in the form of drawings and maquettes (small working models) for consideration. These proposals are then incorporated into the Archive, an onsite resource that is available to view by appointment. CASS supports its commissioned artists at every step of the process, from conception to fabrication and eventually to display. As such, it provides exceptional opportunities for sculptors in the UK as well as internationally, and at varying stages in their careers.

The commissioning process established by CASS has become a widely emulated model. Appealing to corporate companies and public institutions alike, the Foundation has project-managed commissions in London, Hong Kong and Singapore; and consulted on the establishment of sculpture parks in China, India and Norway.

CASS is committed to developing new opportunities for the display of contemporary sculpture in the public realm. CASS established the commissioning process and commissioned the first three sculptures on the Fourth Plinth, Trafalgar Square. It organised and curated British sculptor Tony Cragg's first large-scale solo exhibition along Exhibition Road in London for the London 2012 Festival. Most recently, a major exhibition of new outdoor sculptures created by 16 contemporary Chinese artists will open in May 2016.

As motivated by education and the public display of outdoor sculpture as by the commissioning process, CASS is open to visitors from April to November and organises ambitious and diverse



exhibitions. The result is a pioneering not-for-profit organisation that inspires, enables and presents the output of some of the most important figures in contemporary sculpture.

### **Job Purpose**

To support the Head of Visitor Services to develop and deliver the strategic visitor services goals as set by the Head of Visitor Services and Operations Manager. Ensuring that visitor services is run smoothly and efficiently, working along side the volunteers.

### **Primary Duties and Responsibilities;**

Responsible for the assisting in the management of visitor services

- Welcome visitors daily as instructed by Head of Visitor Services.
- Using the till to efficiently to serve customers.
- Maintaining a high standard of cleanliness throughout the day, making sure all public areas are tidy and clean.
- Keeping shop and displays stocked throughout the week.
- Ordering printed materials monthly, this includes but its not limited too, Visitor Guides, Leaflets and Membership cards.
- Assist with the gathering of CRM data.
- Inputting new members details into the database daily.
- Give Curatorial tours of the grounds and archive when requested.
- Weekly diary management for group bookings and volunteers.
- Checking the info and visitor services email inbox daily and responding to enquiries.
- Liaising with the grounds staff weekly about movements in the grounds.
- Liaising with the communications department to develop/update visitor services marketing strategy.

Responsible for assisting in the development of the education programme

- Preparing for school visits.
- Welcoming school visits as instructed by the Head of Visitor Services.
- Assist in the organisation of Educational Workshops.
- Assist in the creation of educational packs and send out to local schools.

Responsible for assisting in the management of the Volunteer programme.

- Managing the recruitment of volunteers.
- Assisting in the training of volunteers.
- Managing volunteer's performance.
- Assisting in the development of volunteer programme.

Responsible for administrative tasks;

- Assist with the events administration tasks.
- Keep accurate records at all times, saving daily documents to the organisations onsite server.
- Organise and send out post.



- Enter data, on a weekly basis, to the organisations contacts and collections management databases.
- Organise quotes and invoices weekly for the visitor services department.
- General administrative tasks.

### **Required knowledge, qualifications, skills and personal qualities**

- Excellent written skills.
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- Excellent administration skills.
- Good social skills.
- Hospitality experience.
- Confident with general I.T.
- Strong communication, interpersonal and team skills.
- Proactive and positive approach to assisting with the delivery of projects.
- Hardworking, flexible and reliable.
- Passionate, dedicated and driven to succeed.
- The ability to uphold confidential information.

### **Desirable**

- Experience working in an arts organisation, museum, gallery, auction house or charity.
- University degree in a related field or equivalent industry experience.