

Turner

Engagement Assistant

Visitor Engagement Team

Fixed Term



Our Values, Mission & Objectives

Our vision is to be an internationally acclaimed coastal gallery that champions artists and celebrates Margate's vibrant creative community, connecting art, people, and place.

Turner Contemporary's values are:

Enquiring

We champion the energy and ideas of an ever-expanding artistic community and the importance of creative learning;

Welcoming

We consciously channel diversity, inclusion equality and access in everything we do;

Caring

We embrace our role of civic responsibility and are a good neighbour and employer

Partnering

We actively seek to be a positive partner, locally and nationally;

Sustainable

We use data and evidence to inform decisions and our practice; we champion environmental sustainability through our programme and our actions;

Advocacy

We promote culture as integral to health and well-being and as vital to place.



Purpose of the Engagement Assistant Role:

As an Engagement Assistant you'll be at the heart of Turner Contemporary, helping every visitor feel welcome, whether they are experiencing art for the first time, returning as a regular, or taking part in a family workshop or guided tour. You'll bring the gallery's mission to life through friendly, engaging interactions, excellent customer service, and hands-on support for exhibitions and learning activities.

You'll be part of a team that values creativity, collaboration, and kindness, and you'll receive training and opportunities to develop your skills and grow within the organisation.

Engagement Assistants play a vital role in ensuring the safety and security of our artworks and visitors. You'll welcome and support visitors, encourage charitable giving, promote the gallery's commercial offerings, and help deliver learning activities across schools, families and adult audiences.

We are looking for someone who is professional, approachable, and passionate about the arts. You'll be confident in sharing your knowledge and enthusiasm with visitors, supporting exhibitions, and contributing to the delivery of Turner Contemporary's vibrant learning programme.

Turner

Engagement Assistant Job Description

Job Title: Engagement Assistant

Contract Type: Fixed-Term (6-months)

Salary: Living Wage Foundation Living Wage, £12.60 per hour

Hours: Part-time, between 12-24 hours per week to be agreed.
Regular weekend working required.

Responsible to: Visitor Engagement Manager

Place of Work: Turner Contemporary, Rendezvous, Margate, CT9 1HG.

Application Deadline: 10am on Wednesday 14th January 2026

Regular Training will be provided to enable staff to undertake this role. This role requires an enhanced DBS check and working during weekends and bank holidays. Work for events and outreach may be out of hours or offsite.

Shared duties, tasks and responsibilities:

Visitor Experience

- Provide a warm, informed and inclusive welcome to everyone visiting the gallery.
- Share information about exhibitions, events and learning opportunities in a friendly, engaging way.
- Support the gallery's commercial activities, including donations and event promotion.
- Keep public spaces looking their best, ensuring visitors have a comfortable and enjoyable experience.
- Be an active ambassador for Turner Contemporary and Margate's wider cultural community.
- Respond helpfully to visitor enquiries and feedback, ensuring everyone leaves feeling valued and inspired.
- Maintain awareness of artworks, ensuring their safety and security while helping visitors connect with them meaningfully.
- Assist with data collection and evaluation to help us improve our visitor offer.
- Support the delivery of commercial and public events.

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turnercontemporary.org

- Discretely and sensitively safeguard the security of visitors, colleagues and gallery assets, responding to heightened security measures, including bag searching.
- In emergency situations help to direct the evacuation of the galleries and public spaces in accordance with set procedures and contact the emergency services when appropriate.
- Where in possession of a First Aid certificate, act as a first responder in first aid emergencies, ensuring the designated duty first aider is alerted immediately. Report any Health & Safety concerns or near misses to the appropriate person.

Learning and Engagement

- Deliver or support workshops and creative sessions for schools, families, and adults — helping participants explore art, ideas, and the world around them.
- Deliver activity in line with the gallery's learning strategy aiming to extend the benefits of art to the most in-need children, families, and adults.
- Welcome and inspire learners of all ages and backgrounds, from local families and young people to visiting students and community groups.
- Assist artists and other educators by setting up materials, preparing spaces, and ensuring sessions run smoothly.
- Share insights about our exhibitions and artworks, helping visitors connect with themes in the works and creativity.
- Take part in community and outreach activities, both in the gallery and offsite, bringing art to people where they are.
- Champion accessibility and inclusion, ensuring all learning experiences are welcoming, safe and enjoyable.
- Contribute ideas to help shape and improve our learning programmes, including projects, and partnerships with schools and families.
- Actively promote environmentally responsible and sustainable working practices in all activities.

Please see next page for the role selection criteria

Selection Criteria/Person Specification:

Essential Skills and Experience

- Experience in a customer-facing role where you've engaged customers or visitors in conversation or supported events.
- Excellent communication skills and ability to engage with a diverse range of people
- Confidence in handling enquiries and simple administrative tasks.
- Willingness to learn about the gallery's programme, values and operations.
- Ability to work effectively within a team and use initiative when working alone
- Trustworthy and committed with a strong sense of responsibility
- Ability to work flexibly, including weekends and Bank Holidays.

Desirable Skills and Experience

- Experience working in a gallery, museum, retail or arts environment.
- Experience supporting learning or community activities.
- Experience of dealing with security issues
- First Aid qualification.
- Experience using tills, booking or EPOS systems.