

SAINSBURY CENTRE

Visitor Experience Assistant (Part-Time, 0.6 FTE)

Sainsbury Centre

SC4847

CANDIDATE BROCHURE
sainsburycentre.ac.uk

UEA University of
East Anglia



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WELCOME FROM THE EXECUTIVE DIRECTOR, JAGO COOPER

The Sainsbury Centre strives to foster an enjoyable working culture that is friendly, inclusive and tolerant. I believe it is only by creating a positive working environment and collaborative approach between everyone working here, that we can create the right welcome for more than one hundred thousand visitors every year.

In joining us you will become part of a creative cultural organisation that is at the forefront of museum innovation and public engagement. Our central aim is to bring the fantastic collections to life and empower them to intrigue, inform and inspire our diverse public audience. With around fifty full-time staff and another fifty part-time/ volunteer staff we are all working hard to achieve our collective ambitions. Please reach out to the Sainsbury Centre contact listed on this page should you have any further questions or queries.

I look forward to hopefully working with you in the future.

Best wishes,

Dr Jago Cooper

For an informal discussion about the post please contact Steve Allman via s.allman@uea.ac.uk



THE SAINSBURY CENTRE

The Sainsbury Centre is a genre-defying art museum with world-class collections and a unique perspective in how art can foster cultural dialogue and exchange. It is an institution that has always broken the rules to empower art and people.

Sir Norman Foster's revolutionary design in 1978 created a new choreography for the visitor experience of art with the building's then entirely unique design taking art 'off the wall' and into a collective living area. It was one of the first museums to display art from all around the world on an equal platform trying to create an open dialogue across time and space. In the 21st Century it continues to break boundaries with how the power of humanity is encapsulated and communicated to anyone who comes to visit. The Sainsbury Centre is an institution that transcends traditional barriers between Art, Architecture, Archaeology and Anthropology and focuses on shared questions within which the material manifestations of human creativity are given voice to answer. Great art is in the ability of a work to 'speak' to a visitor no matter what time period, culture, art school, or artistic genre it comes from. These incredible collections are in active conversation that creates an inclusive representation of perspectives from across the world.

The collections build upon the inspiration of the original collectors Robert and Lisa Sainsbury who never followed a traditional model of art collection. They were universal in interest and global in ambition. Always seeking out works of art that emotionally connected with them. They sponsored comparatively unknown artists to grow the careers of some of the greatest artists of the 20th Century. They acquired works considered by the establishment at the time as degenerate or tat, which are now considered some of the most important art works in the world. This approach to acquisition is one that has kept the Sainsbury Centre at the forefront of the art world often displaying international and young artists for the first time

before they go on to create hugely successful careers. The unique reputation, egalitarian principles and committed social engagement is what continues to attract talent and exciting new acquisitions to join the world-class collection of the Sainsbury Centre.

Located to overlook 20 acres of open parkland on the edge of The University of East Anglia (UEA) campus, the Sainsbury Centre was created a decade after UEA was founded in the 1960s with a mission to 'Do Different'. A place designed to capture the radical social change of the times and educate the next generation of thinkers, doers and leaders for a transformed globalizing world. This is why UEA is the perfect home for an art museum created to make the idea of 'doing different' real for the art world. The founders wanted a new home for art that broke down barriers of access and impact. UEA and the Sainsbury Centre are not afraid to pop the bubble of the establishment and create new approaches to knowledge with an open door to all who come to enjoy the mission.

THE ROLE

Visitor Experience Assistants deliver a high-quality, engaging, and memorable experience for all our visitors. Working as part of a small front of house team, they provide information about our exhibitions and the sculpture park, support visitors with information about our Living Art approach to exhibitions and our Smartify App, provide ticketing, membership and retail sales, and ensure our visitors are supported during their time with us and have an incredible visitor experience.

KEY RESPONSIBILITIES

MAIN/REGULAR DUTIES:

- Provide a warm, professional, and efficient welcome to all visitors.
- Provide visitor information, ticketing, event, membership, and retail sales through the Sainsbury Centre's EPOS systems.
- Respond to visitor enquiries in person, by email, and over the phone. Collate and disseminate useful information to the Front of House team, (e.g. bus timetables, local information, or parking regulations).
- Respond to visitor feedback and/or complaints in a professional manner, escalating any concerns as required.
- Ensure Front of House resources (e.g. signage, membership packs, maps, and desk information etc.) are up to date and in good supply.
- Provide a friendly and efficient customer-focused retail experience within the Sainsbury Centre Shop, including when taking payments via the Sainsbury Centre's EPOS system.
- Assist with maintaining accurate stock records, including updating supplier information, product details, and deliveries.

- Assist with maintaining stock levels, placing orders, receiving deliveries, and stock movements, with support from the Visitor Experience Managers/Supervisors.
- Ensure retail displays are well-stocked and attractively displayed, reflecting current exhibition seasons, new product launches, and seasonal themes.
- Assist with the creation and publishing of content for the Sainsbury Centre's digital channels.
- Assist the Visitor Experience Managers/Supervisors in maintaining the online shop (currently in planning), including uploading images and descriptions, managing stock levels, and preparing/packing online sales.
- Maintain cash, sales, attendance, and other records relating to visitors and the Sainsbury Centre's retail offer.
- Implement all opening and closing routines, including cashing up procedures for tills and credit card machines.
- Reconcile end of day paperwork for use by the Visitor Experience Managers/Supervisors.
- Ensuring colleagues on Front of House and other teams are well informed of exhibitions, events, group bookings and all gallery activities
- Assisting with group bookings as required.

OCCASIONAL DUTIES:

- Assist with the induction and training of staff.
- Support special events, press events and exhibition openings.
- Where front of house operations allows, support the wider Visitor Experience Team and other departments within the Sainsbury Centre during times of increased pressure (e.g. holiday periods, exhibition openings etc.)

THE ROLE (CONTINUED)

GENERAL:

- Deputise for the Visitor Experience Supervisors as required.
- Be an active member of the Visitor Experience Department, advocating its role within the Sainsbury Centre and willing to represent the department at internal and external meetings.
- There will be a requirement for all members of the team to be flexible in undertaking additional or alternative duties commensurate with the grade.
- Positively support and promote the University's Values in all aspects of work.
- Abide by all University Regulations and Policies relevant to the role.
- The postholder is bound at all times to observe the strict rules of confidentiality applicable to work in the Sainsbury Centre.

THE PERSON

EXPERIENCE AND ACHIEVEMENTS

- Proven experience of front of house/ visitor reception role (including sales and visitor enquiries) in a museum, arts, or cultural environment. (E)
- Experience of dealing with customers in person, by email and by telephone. (E)
- Previous retail experience, including using a till, receiving and recording deliveries, recording sales, handling cash, and cashing up procedures. (E)
- Experience of dealing with and resolving customer feedback and issues. (E)
- Previous experience of book or gift retailing, including stock systems (D)
- Experience of front of house displays and merchandising (D)

SKILLS AND KNOWLEDGE

- A good standard of education including GCSE passes (or equivalent) in English and Mathematics and/or equivalent experience. (E)
- Excellent literacy and numeracy skills. (E)
- Excellent interpersonal and communication skills. (E)

- Excellent customer care skills. (E)
- Excellent IT skills with a good working knowledge of MS Office, Word, Excel and Outlook. (E)
- A good working knowledge of using computerised EPOS systems. (D)
- Basic understanding of Health and Safety within a cultural venue/environment. (D)

PERSONAL ATTRIBUTES

- A visitor-focused attitude able to deal with visitors and other gallery users in a calm, confident and friendly manner. (E)
- Excellent attention to detail. (E)
- Able to work effectively within a team and to contribute to a positive and inclusive working environment. (E)
- Able to manage and prioritise a varied workload, with the ability to take the initiative, think creatively and solve problems. (E)
- A strong communicator and influencer, able to support colleagues in delivering and achieving our ambitions. (E)
- A creative and proactive person able to work independently when required. (E)

- An appreciation or general understanding of art, design, architecture, and the visual arts. (D)

SPECIAL CIRCUMSTANCES

- This role involves manual handling and extended periods of standing. Reasonable adjustments will be considered for an individual in line with the Equality Act 2010 following the recommendation of Occupational Health. (E)
- Flexible approach to work and work-tasks. Weekend work is required, as agreed in advance through the staff rota. Occasional work outside of normal office hours may also be required. (E)
- As the Sainsbury Centre is a licensed premise and the shop sells alcohol-based gifts, all applicants to the role must be aged 18 or over. (E)

Essential Requirements (E) are those, without which, a candidate would not be able to do the job.

Desirable Requirements (D) are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.

FURTHER INFORMATION

This on-site part-time (0.6 FTE) post will be working three days per week, across a 6-day rota (Tuesday to Sunday). Shifts are allocated in advance, including some weekends. Additional shifts are sometimes available, and some out of hours work may be required. The role is available on a fixed term basis for up to 6 months.

Salary on appointment will be £23,881 per annum (pro rata) on Grade 3 on the single salary spine.

Place of Work - The University is strongly committed to providing an excellent student experience and research environment, and it is expected that all staff will be available on campus to carry out their duties during their working week in support of these goals.

This vacancy is not eligible for sponsorship. The successful candidate must hold or obtain permission to work in the UK, which would allow them to take up this post.

The post is superannuable under the Group Personal Pension and there is an annual holiday entitlement of 20 days plus statutory (8 days) and customary (6 days) holidays, pro rata for part-time. The University is committed to creating an environment where the health, welfare and safety of all students and staff is of paramount importance. The University's Safeguarding Policy addresses both child protection and safeguarding children, young people and vulnerable adults within the work of the University. Appointment will be subject to satisfactory pre-employment checks, which may include an Occupational Health assessment.

Information on the benefits of working at UEA can be found at <https://www.uea.ac.uk/about/working-at-uea>.

If you require the information contained within this candidate brochure in a different format please email staff.recruitment@uea.ac.uk

HOW TO APPLY

To apply for this vacancy, please follow the online instructions at: <https://vacancies.uea.ac.uk>

The closing date for this role is 11:59pm on **18 July 2025**.

Please note that the application form contains an Equal Opportunities section which must be completed. The Equal Opportunities information will not be made available to the selection panel and will not form any part of either the short-listing or decision making process.

It is anticipated that interviews will take place on **23 July 2025** and we will inform you of the outcome of your application prior to this date.

Candidates should note that travel and incidental expenses incurred in attending an in-person interview will not be reimbursed.

RADICAL AMBITION

Sir Robert and Lady Sainsbury loved art and during their lives created one of the most sought after yet non-conformist art collections in the world. They believed in the power of art to connect people across time and space. They said that a person's relationship with a work of art was more akin to the relationship with another person than with an inanimate object. They believed so deeply in the power of art to change society they decided in 1973 to donate their collection to help shape and influence the next generation of thinkers and leaders. 2023 is the fiftieth anniversary of this mission to enable art to empower people and timely for a reinvigoration of their vision and radical ambition.

ROLE OF THE CENTRE

The Sainsbury Centre staff has an enormous responsibility to not only care for the collection but also create imaginative ways to foster that relationship between art and people, between idea and imagination, between the physical and the emotional. The role of the Centre has always been to allow people to spend quality time with some of the most remarkable works of art ever created in an environment that fosters intimacy and a personal relationship. A place that is happy to break rules to enable works of art to intrigue, inform and inspire. This required designing an entirely new museum 'taking art off the walls' and creating a museum environment like a living room bringing art into people's lives in the 1970s. Fifty years on we now have an amazing opportunity to capitalise on the opportunities of revolutions in technology and communication to capture the essence of these founding principles and re-invent them for the 21st Century.



VISION

In 2023 the Sainsbury Centre relaunched itself with a new Living Art Sharing Stories vision and became the first museum in the world to understand art as living entities. This new understanding of the role art can play in society includes a new approach to exhibition programming that attempts to help visitors engage with some of the fundamental societal challenges we all face. We now plan our future around six-month seasons which each attempt to answer a single question of pressing interest to anyone in the world. This new approach extends across the whole arts landscape of the Sainsbury Centre with an interconnected series of exhibitions, interventions, collection displays, artist residencies and public programme to engage people with:

Autumn 2023: How do we adapt in a transforming world?

Addressing the urgent issues of climate crisis and environmental pollution, this season aims to raise awareness and cultivate a greater sensitivity to our surrounding environment and its ecologies.

Spring 2024: What is truth?

How do we understand what is true? What does truth mean to different people? How do we know our true self? Exploring all facets of truth, this season will have a particular focus on image and representation.

Autumn 2024: Why do we take drugs?

This season explores why we take intoxicants – including for spiritual, medicinal, and recreational use – and why and how they are accepted in some cultures and not others.

Spring 2025: How do we resuscitate a dying sea?

Exploring humanity's relationship to the sea, this season looks at how we live alongside the sea in coastal communities, how we have a bodily relationship to the sea, or how the sea has been used in constructing a global society.

Autumn 2025: Why do humans still kill each other?

This season explores the circumstances in which people are led to kill and notable moments from history that have seen murder.

Spring 2026: What is the meaning of life?

Taking the age-old question of the meaning of life, this season asks how do we live a meaningful life? It will examine the structures that cause us to live by societal rules that see us following established roles or lifestyles.



WHAT MAKES UEA SO SPECIAL?

The University of East Anglia is a publicly funded major UK research and teaching university. It was built to embody a radical new vision for higher education, where interdisciplinarity is crucial and excellence in both research and teaching is valued. UEA consistently ranks within the top quarter of universities in the UK for the quality of research and teaching.

As a major regional employer and cultural centre, we take our regional civic responsibilities very seriously and have kept our sights on the people and place we call home. In fact, we launched our University Civic Charter in October 2023; created from in-depth community engagement, renewing our commitment to the region as part of our 60th anniversary.

There are many things which make UEA special, not least of which is the community of staff and students that work and study here. UEA includes three Nobel prize winners, including Sir Paul Nurse and Sir Michael Houghton, and many fellows of the Royal Society and British Academy amongst our alumni and current staff.

Our campus is home to Sir Denys Lasdun's iconic brutalist architecture set in hundreds of acres of beautiful country park that includes a large broad (lake). In the spirit of Lasdun's ambition to inspire an anatomy of ideas, today, UEA is tackling some of the key challenges of the changing world. UEA's research combines disciplines and breaks new boundaries across its priority

research themes of climate, creative and health.

UEA is the place where global warming was first documented. Since the 1970s, UEA's Climatic Research Unit, and more recently Tyndall Centre for Climate Change (Headquarters hosted at UEA), have played a pivotal role in developing temperature records and climate models, contributing to the understanding of climate change, and informing global policy. Many UEA scientists have played significant roles in the Intergovernmental Panel for Climate Change (IPCC), which was jointly awarded the 2007 Nobel Peace Prize for its efforts to increase public knowledge of anthropogenic climate change. Environmental Science and Global Studies at UEA continue to be a major powerhouse for research and teaching.

UEA is widely regarded as a pioneer in creative writing, having established the UK's first Creative Writing Masters programme in 1970. This renowned programme has since attracted and produced numerous successful writers, including Booker Prize winners such as Ian McEwan and Anne Enright, and Nobel Prize Winner Kazuo Ishiguro. In recent years, UEA academics have played a pivotal role in the discovery and presentation of the Gloucester Royal shipwreck (Norfolk's Mary Rose). Our iconic Sainsbury Centre for Visual Arts is a major museum and arts research facility.



Health research at UEA not only embraces the Faculty of Medicine and Health but draws in research from both social and natural sciences. Research under this theme has made major contributions in the fields of healthy ageing, epidemiology and involving citizens (via our innovative Citizens' Academy) in improving health care outcomes. This theme benefits from close association with the other major research institutes on the Norwich Research Park; notably the Norfolk and Norwich University Hospital and the Quadram Institute. The Norwich Cancer Research Network, and Norfolk Institute for Healthy Ageing, are examples of key mechanisms for delivery of real impact from health research at UEA.

UEA has been a major success over the last 60 years and looks forward with confidence to the next 60 years.

UEA is part of the Norwich Research Park

Norwich Research Park (NRP) membership locates UEA in one of the largest concentrations of research institutes in the whole of Europe – four independent internationally-renowned research institutes: John Innes Centre, Quadram Institute, Earlham Institute and The Sainsbury Laboratory; with the University of East Anglia and Norfolk and Norwich University Hospitals NHS Foundation Trust, supported and funded by The John Innes Foundation, The Gatsby Foundation, and UKRI Biotechnology and Biological Sciences Research Council.

The NRP provides an ideal environment for collaborative use of infrastructure and facilities, with a single portal for academics and businesses to access the specialist facilities across the Park.

The Enterprise Centre is a regional business, knowledge and innovation hub, with workspace provision and supports over 80 businesses working alongside UEA staff and students in a dynamic and vibrant entrepreneurial community. On the wider NRP, there are dedicated laboratory and office spaces in the Innovation Centre and Centrum hosting over 600 staff within a total of 115 businesses and spinouts.





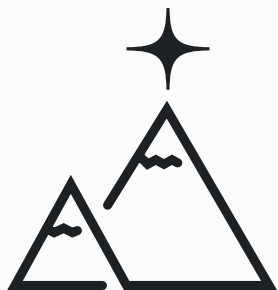
OUR VALUES

Shaped by staff, our UEA values represent a core set of standards for how we behave as an employer, drive excellence in teaching, learning and research, and collaborate as an anchor institution in our local community.

From tackling global challenges, striving for student and staff success, and creating a vibrant inclusive environment, our values are what unite us.

- ✦ AMBITION
- ✦ COLLABORATION
- ✦ EMPOWERMENT
- ✦ RESPECT

OUR VALUES (CONTINUED)



AMBITION

We are ambitious for our future success.

We are forward-thinking and brave in our approach and decisions. We make space for innovation and creativity, seizing opportunities that are responsible and sustainable. We are ambitious for the advancement of education and research.



COLLABORATION

We are collaborative in our approach.

We work together with shared purpose. We build connections, share ideas and develop new networks. We champion our regional, national and global relationships and demonstrate that together we can achieve greater goals and positively influence the world around us.



EMPOWERMENT

We empower ourselves and each other.

We develop ourselves and others, trusting people to make decisions based on their expertise and knowledge. We continually improve systems and processes to support us in working in an agile and efficient way.



RESPECT

We respect each other.

We treat everyone with respect and dignity. We value diversity and foster a community where people can express different thoughts and views. We are open to challenge, so we can learn and improve. We encourage a positive, inclusive environment where everyone has opportunities to fulfil their potential.

ACCOLADES

- Queen's Anniversary Prizes for Higher and Further Education have been awarded to UEA for international development studies (2009), creative writing (2011) and environmental sciences (2017). Notable alumni include Sir Paul Nurse (1973, Nobel Prize for Medicine 2001), Kazuo Ishiguro (1980, Nobel Prize for Literature 2017), Michael Houghton (1972, Nobel Prize for Medicine 2020) and Sarah Gilbert (1983) who led the Oxford University team to develop a COVID-19 vaccine, approved in 2020.
- Our Doctoral College, established in 2018, hosts six Doctoral Training Partnerships and integrates Faculty and School provision for 1600 Postgraduate Research Students (including those from across the Norwich Research Park), enabling collaboration and innovation.
- We recognise our global impact and were one of the first universities to declare a climate and biodiversity emergency in June 2019. Our sustainable campus, including over 50 acres of environmentally valuable parkland, is constantly evolving with ambitions to be 100% net zero by 2045 or sooner.
- UEA is a University of Sanctuary, an accreditation given to universities that show an ongoing commitment to creating a welcoming culture of inclusivity and awareness.
- UEA was awarded the Silver Athena SWAN Award in 2019, and all our Schools hold awards at Bronze or Silver.

A vibrant place to study, learn and work, UEA is a very special place.



A SUSTAINABLE UNIVERSITY

At UEA, we are now working to create a university that will be even better in the future, and we are working to achieve net zero carbon by 2045 (or earlier). Our Sustainable Ways vision is one of a resilient university – where consumption is efficient and self-generated energy supports low carbon goals, supported by a vibrant community of world-leading researchers and inspired graduates.

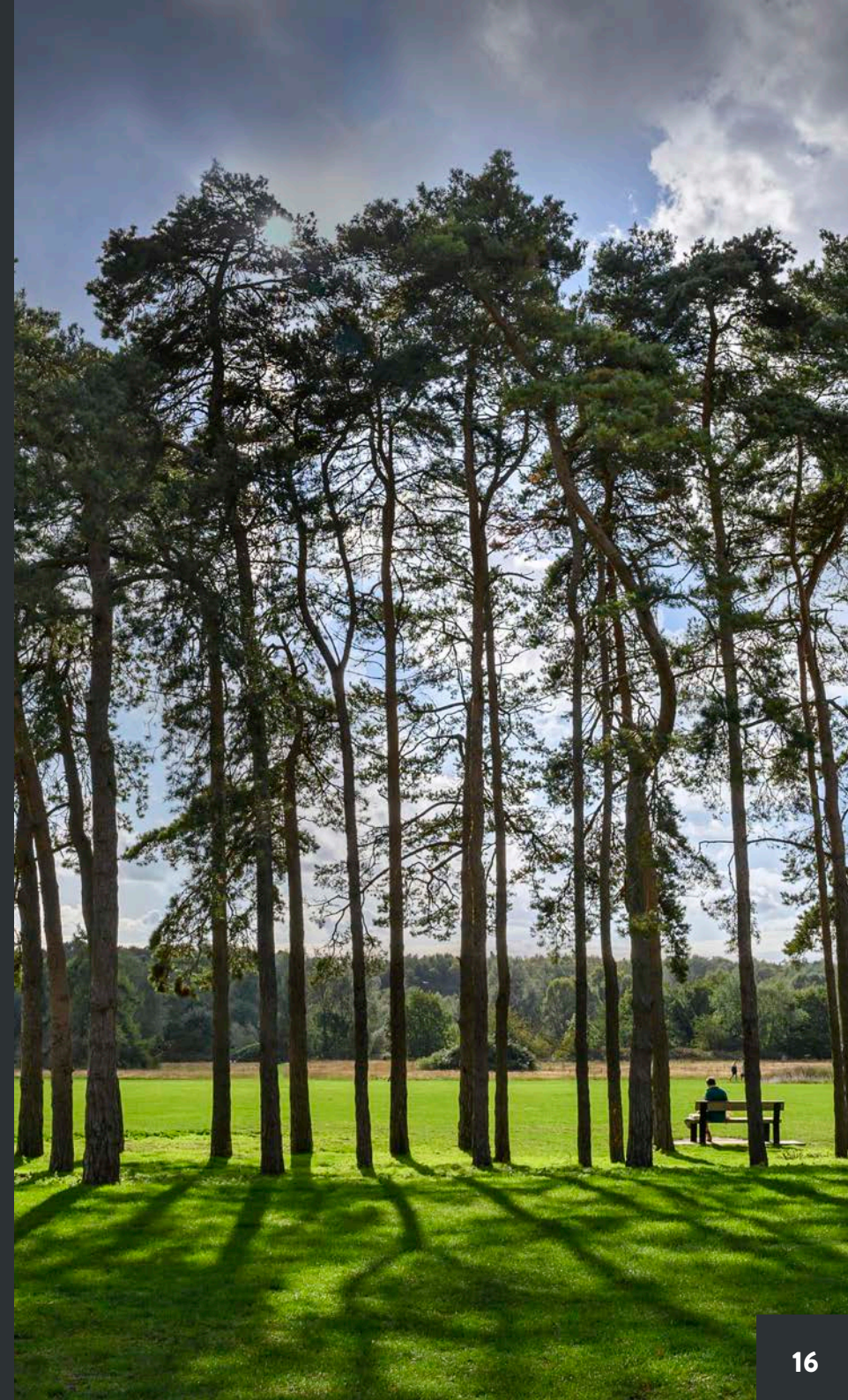
At a basic level, our sustainable development means that we try to balance the ‘three pillars’ of environmental, economic and social elements.

We challenge our environmental impact through on-site energy generation and a district heating and cooling network, reducing our reliance on grid electricity and therefore fossil fuels. We promote and use recycled and ‘eco’ products such as biological cleaning materials. We champion local suppliers and ethical causes, including Fairtrade and vegan products. We seek to ensure value for money in a holistic, whole-life costing sense in our new buildings and procurement contracts.

OUR INITIATIVES

Central campaigns, such as holiday shut-downs or awareness day events, support a whole-University approach to energy saving and other initiatives.

Follow us on Twitter [@SustainableUEA](https://twitter.com/SustainableUEA)



OUR CAMPUS

UEA is based on a campus that provides top quality academic, social and cultural facilities to over 17,000 students.

Although located in 320 acres of rolling parkland, virtually no part of the campus is more than a few minutes' walk from anywhere else, so everything is close at hand – the library, nursery, health centre, supermarket (incorporating a post office), banking facilities and restaurants. Amongst the striking buildings is the UEA's Sainsbury Centre for Visual Arts, which contains the Robert and Lisa Sainsbury Collection – one of the greatest art collections formed in Europe during the 20th Century.

The University has invested in new learning and teaching and research spaces, including a celebrated new Enterprise Centre that underpins its commitment to promoting student enterprise and entrepreneurship.

Sport and Recreation plays a major part in the life of the University of East Anglia, centred around the major Sportspark facility which is one of the most successful community sport facilities in the UK. This accessible and affordable facility provides a diverse range of activities, and incorporates a 50m Olympic size swimming pool, indoor climbing wall, coaching resource centre and sports injury clinic.



LOCATION

Some cities you've heard of, others you have to discover. Norwich is one of the most beautiful, modern historic cities in Britain. It's a city that celebrates the independent, stimulates creativity, promotes change and encourages diversity.

UEA is a campus university located 3 miles from the centre of Norwich. Situated in the heart of Norfolk, which means it's an ideal location to explore Norwich and beyond.

BY RAIL

LONDON • 2 HOURS

CAMBRIDGE • 1 HR 15 MINS

BIRMINGHAM • 4 HOURS

Many European cities (including Paris and Amsterdam) easily accessible by train

BY ROAD

KINGS LYNN • 1 HOUR

CROMER • 45 MINUTES

SOUTHWOLD • 1 HOUR

BY AIR

NORWICH AIRPORT • 20 MINUTES

STANSTED AIRPORT • 2 HOURS

London is a major airline hub and all main international destinations are easily accessible



An internationally renowned university, UEA is ranked in the UK Top 25 (Complete University Guide 2025), UK Top 30 (The Mail 2025) and the World Top 100 (Times Higher Education Impact Rankings 2024), where it ranks in the UK Top 20 for research quality (Times Higher Education Rankings for the Research Excellence Framework 2021) and World Top 20 for Health and Wellbeing (QS World University Rankings for Sustainability 2024), reflecting the international excellence of its research environment. The University holds UK Teaching Excellence Framework Silver status.

Equality, Diversity, Inclusion and Wellbeing

The University is committed to diversifying its workforce and to the wellbeing of all our staff. For example, we already hold an Athena Swan Silver Institutional Award in recognition of our advancement towards gender equality. Further details on our broader Equality, Diversity, Inclusion and Wellbeing work can be found on our [website](#).

