

Recruitment Pack

Visitor Welcome Host (Casual)

RA

April 2026

Hello

**Thank you for your interest
in applying for the role of
Visitor Welcome Host.**

It is our people who have made the Royal Academy of Arts what it is today — a living academy for artists, art-making and art lovers. Since 1768 the RA has been alive with artists, academicians, educators, students and visitors alike.

Today we are also meticulous technicians, imaginative storytellers, considerate caretakers and welcoming hosts.

Whether we are back of house or on the front desk, we are committed to the same belief; we are all here to share the enjoyment, and importance, of art.

**We are excited you want
to join our team.**

Job overview

Department

Visitor Management and Welcome (VMW)

Reports to

VMW Duty Managers

Contract Type

Casual

Key Responsibilities

Visitor Welcome and Engagement

Deliver a friendly, helpful, and knowledgeable first point of contact responding to a wide variety of queries and requests

Provide a positive first impression of the RA through presentation standards of uniform and demeanour

Actively make visitors aware of the full range of services, products, and membership packages available at the Royal Academy

Deal proactively with any issues that may arise during the course of your duties and escalate where appropriate

Work closely with Managers and 'Red Collar' security officers and other team members to ensure the highest quality of service for the visitor

Invite feedback and respond to any recommendations for improvement

Ability to communicate enthusiastically with visitors about the Royal Academy, its artists, collections, and exhibitions

Operational Duties

Welcome visitors to the exhibition, checking and scanning tickets and membership cards and providing information as necessary

Operate the cloakroom, storing and retrieving visitors' belongings as required

Respond to any visitor queries in a helpful, friendly manner

Perform gallery invigilation duties, on an ad hoc basis

Membership Host

Provide a meet and greet service to the Membership spaces and direct visitors to the Membership desk where appropriate

Provide information on the Membership facilities and packages available

Give current and accurate information to visitors on our Art Sales displays and purchasing procedures

General Duties

Have an up-to-date knowledge of the Royal Academy and its activities, including current and future exhibitions, events, and educational activities

Comply with all relevant Health & Safety policies, procedures and regulations and take appropriate and reasonable care for the safety of colleagues and visitors to the Academy

Report/ensure cleanliness of immediate working area to improve visitor experience and decrease health and safety risks

Adopt a flexible attitude to undertake any other duty that may reasonably be allocated by managers

Person Specification

Enthusiasm and understanding of working with the public and providing an excellent visitor experience in a busy customer focused environment

Friendly and welcoming, patient, tactful, a good listener and quick thinker

Ability to relate to a multitude of audiences and adapt communication style where necessary

A good team player with strong interpersonal skills, and willingness to undertake training

Ability and willingness to take a pro-active approach to frontline work – seeking out relevant information and providing feedback

Ability to work in a fast paced environment whilst still delivering excellent customer service

Excellent communication and interpersonal skills with visitors and colleagues alike

Demonstrable interest in the visual arts is desirable, along with an enthusiasm for the vision and values of the Royal Academy, although no art history knowledge or visual arts background is required

How to apply

To apply for this role, please follow the link below and submit your CV and Application form via the RA careers portal.

<https://royalacademyarts.current-vacancies.com/Careers/RA-vacancy-search-page-3191>

We are committed to being a truly inclusive place and welcome applicants from all backgrounds, regardless of age, disability, race, religion or belief, sex, sexual orientation, gender, gender identity or expression, marital and civil partnership, or pregnancy.

Need support?

Here are some of the things we can do to help:

— If you would like us to talk you through the role or anything in this pack to make it clearer for you, please contact us and we can arrange to do that with you (and please do the same if you have any questions)

— If you are selected for interview, we can arrange to do the first-round interview online should you be unable to make it on site. (We usually do second round interviews in person for all candidates so that they can get a feel for the journey, the building, and the workplace)

— We can send interview questions in advance should you require this as a reasonable adjustment, so that you have the opportunity to prepare

— We can schedule interviews for quiet times at the academy so that you don't have to navigate a busy building

On site at the RA

— We have two entrances - Burlington House (via the courtyard on Piccadilly) and also one the other side of the building on Burlington Gardens. You can enter via either of them (we may let you know the easiest but either are fine)

— All areas are accessible via lift

— We have quiet areas where you can sit and prepare for your interview

— There are two cafés and plenty of toilet facilities

— We have a welcome team who are happy to answer questions and give you directions if needed

If there is anything else that would be helpful for you, please do ask

Contact us

Should you have any questions about the role or wish to discuss your candidacy further, please contact us at

recruitment@royalacademy.org.uk

**Royal
Academy
of Arts**