

Job Description

Job title: Front of House Team Member

Contract: Casual

Pay: National Living Wage

Reports to: Front of House Manager

Location: Mostyn, 12 Vaughan Street, Llandudno. LL301AB

Hours: Casual, as required

Working pattern: Shifts may include weekends and occasional evenings

About Mostyn

Mostyn is a free-entry, publicly funded contemporary art gallery in Llandudno.

Our ambition is for Mostyn to be a cultural anchor for North Wales: an internationally respected art centre that is firmly rooted in Wales and provides inclusive opportunities for people to experience, discuss and enjoy contemporary art.

We present exhibitions by artists from Wales and around the world, alongside learning activities, events and public programmes. We believe contemporary art can help people encounter new ideas, understand different experiences and engage with the issues shaping our lives.

Mostyn works with artists, communities and cultural organisations in Wales, the UK and internationally. We are supported by the Arts Council of Wales and are part of networks including Plus Tate and Visual Arts Group Wales.

About the role

Front of House Team Members help create a welcoming, inclusive and enjoyable experience for everyone visiting Mostyn.

Working across the galleries and shop, you will greet visitors, answer enquiries, provide information about exhibitions and activities, process retail sales and assist with the day-to-day operation of the building.

This is a varied and practical role. It may include supporting events and learning activities, delivering short gallery talks, maintaining public areas and helping to protect the safety and security of visitors, artworks, stock and the building.

Main responsibilities

Visitor experience

- Welcome visitors and provide a consistently high standard of customer service.
- Help create a friendly, inclusive and accessible environment.
- Provide clear and accurate information about exhibitions, events, activities, services and shop products.
- Discuss contemporary art with visitors in a confident, engaging and accessible way.
- Answer enquiries and refer more complex questions or concerns to the appropriate colleague.
- Encourage visitors to engage with Mostyn's exhibitions and wider programme.
- Deliver or promote tours and short gallery talks when required and once appropriately trained.
- Ensure leaflets, exhibition information and other printed materials are current, well presented and sufficiently stocked.
- Assist with events, learning activities and public programmes when required.

Gallery and building duties

- Work flexibly across the galleries, shop and other public areas according to operational needs.
- Monitor the galleries and help ensure the safety and security of visitors, artworks and the building.
- Report concerns relating to security, maintenance, health and safety, artworks or visitor welfare promptly.
- Help keep public areas and facilities clean, tidy and presented to a high standard.
- Carry out cleaning, recycling and waste-disposal duties in accordance with the rota.
- Assist with opening and closing the building when appropriately trained and authorised.
- Complete basic administrative and operational tasks when required.

Shop duties

- Provide friendly, informed assistance to customers and make appropriate product recommendations.
- Process shop sales and online orders, handle payments and operate the point-of-sale system.
- Deal with enquiries, special orders and returns, referring matters to a manager when necessary.
- Replenish and rotate stock and maintain attractive, well-organised displays.

- Assist with receiving, checking, processing and returning stock.
- Help maintain accurate retail records and correspondence.
- Support the promotion of donations, fundraising and other income-generating activities where appropriate.

Wider responsibilities

- Follow all Mostyn policies, procedures and working practices.
- Work collaboratively with colleagues across the organisation.
- Contribute to a respectful, supportive and professional working environment.
- Act as a positive advocate for Mostyn and promote its exhibitions, activities and services.
- Undertake other reasonable duties required for the effective operation of the gallery.

Person Specification

- Previous retail experience, including using a till or point-of-sale system, processing payments and handling cash.
- Excellent customer-service and communication skills, with experience of working directly with the public.
- Friendly, confident and approachable, with the ability to discuss art and exhibitions clearly and accessibly.
- Reliable, punctual and well organised, with the ability to use initiative and take responsibility for agreed duties.
- Flexible and collaborative, with a willingness to work across the galleries and shop and support colleagues wherever needed.
- Able to remain calm, professional and helpful during busy periods or challenging situations.
- Interested in learning about contemporary art, Mostyn's programme and the products sold in the shop.
- Willing to undertake practical duties and contribute to keeping public areas clean, safe and well presented.
- Available to work weekends and occasional evenings.
- Experience of working in a gallery, museum, visitor attraction or arts venue is desirable.
- Experience of supporting public events, tours or learning activities is desirable.
- Welsh-language skills are desirable.

How to apply

Please send:

- Your current CV.
- A short covering statement explaining your interest in the role, your relevant experience and why you would be suitable for the position.

Applications should be sent to **richard@mostyn.org** by **5.00pm on Friday 21 August 2026**.

Applications may be submitted in Welsh or English. Both languages will be treated equally.

Please confirm in your covering statement whether you have the right to work in the UK or require permission to do so.

Applications may also be submitted in an alternative accessible format, including audio or video, provided they address the information requested above.

Shortlisted candidates will be invited to an interview at Mostyn on **Friday 28 August 2026**.

Equality, Diversity and Inclusion

Mostyn is committed to creating an inclusive team that brings together different voices, experiences and perspectives.

We strongly encourage applicants from under-represented and minority groups, including but not limited to racial, ethnic, gender, LGBTQ+ communities, and those from lower socio-economic backgrounds to apply.

Please tell us about any access requirements or reasonable adjustments you need during the application or interview process.

Data Protection Statement

As part of the recruitment process, Mostyn will collect and process personal information provided by applicants in accordance with UK data protection law.

The information will be used to assess applications, arrange and conduct interviews and complete any necessary pre-employment checks.

Application information will be stored securely and accessed only by authorised people involved in recruitment. Unless an applicant agrees otherwise, the information will be retained for no more than 12 months after the recruitment process has concluded and will then be securely deleted.

Applicants may request access to their personal information or ask for inaccurate information to be corrected. They may also have the right to request erasure, restrict processing or object to the way their information is used.

Questions about the processing of personal information should be sent to karolina@mostyn.org