

Posted 04 August 2026

CASUAL VISITOR ASSISTANT

London

Phillips is an international auction house, conducting sales of Contemporary Art, Photographs, Design, Modern & Contemporary Editions, Jewels and Watches. Phillips is currently seeking organized, motivated & visitor focused individuals to fill casual Client Services Representative positions in our Client Services department.

Based in London, the primary focus of the position will be to support our Client Services team in the day to day running of the front of house and the provision of the Client Services function on an ad-hoc basis. You will be responsible for representing Phillips and our high values of professionalism and excellence by offering an outstanding client service & visitor experience at all times.

Phillips values a workforce with a wide variety of experiences, backgrounds and skills, so we encourage you to apply even if you do not meet all of the qualifications.

Duties and Responsibilities

- Welcoming visitors, clients and the general public to the sale, providing a first-class customer experience to all
- Ability to talk with knowledge and confidence about the artworks at Phillips and be able to answer general queries – all information will be provided during training; this includes information sheets and department specialists
- Be visible and engage with all visitors and staff to ensure gallery guidelines and protocols are followed
- Surveillance and monitoring of guests and visitors to the sale. Reporting any issues to the relevant point person
- Guide and redirect clients to specialists or client services representatives through Slack
- Maintain a tidy and well-presented exhibition space and report any damages to the artworks/gallery space
- Assist with set up for various Phillips events and attend and participate at Private Views and support for/attendance at other gallery events as required
- Promoting health and safety with coordination with the security and client services departments
- Assist with closing up and ensure all visitors leave the gallery promptly at closing time
- Liaising with the rest of the client services team to ensure all artworks are constantly monitored
- Ensure music is playing in all gallery spaces at a reasonable level
- Any other duties as required

Professional Skills and Experience

- Previous gallery or museum experience would be advantageous.
 - Customer service experience
 - Multi-lingual would be an advantage
 - Basic knowledge of health and safety and first aid would be advantageous
 - BA/BS or comparable working experience.
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Education and Training

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 - Customer service experience
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Personal Attributes

- An interest in modern and contemporary art and culture is essential
 - An enthusiastic, friendly attitude and willingness to help is essential
 - Well presented, professional smart appearance to represent Phillips (black or navy clothing to match the branded t-shirt is essential)
 - Reliable team player
 - Flexible with a positive proactive approach
 - Excellent inter-personal skills balanced with professionalism and diplomacy
 - Calm and friendly manner, especially when under pressure
 - Excellent spoken and written communication skills
 - Confidence and ability to take charge of the public in an emergency
 - Ability to move freely around an exhibition, stand for long periods and work alone
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Working Conditions

- Work is primarily undertaken in our Berkeley Square building
 - The role will require a fixed commitment to several fixed AM or PM shifts of 4 hours through the sale – these hours provide flexible hours
 - Invigilators must be able to commit to a paid training and induction day on-site before starting
 - Follow through and support provided by the Client Services Supervisor – this job also provides an opportunity to meet others who are interested in the art world
 - Availability required during sales period, starting in October 2026
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To apply, please email a resume and cover letter to careers@phillips.com.