



**Position:** Visitor Experiences Coordinator  
**Role type:** Full time  
**Location:** MAP, 22 Kasturba Road, Bangalore  
**Contract:** Permanent  
**Salary:** Competitive  
**Commencement date:** As soon as possible.

### **About MAP**

The Museum of Art & Photography (MAP) is a new and innovative museum that opened its doors to the public in February 2023. MAP's mission is to harness the transformative potential of art, to enrich lives, ignite creativity, and connect people. We make art accessible and engaging for everyone through innovative experiences, meaningful dialogue and building communities

Since 2016, even while the museum's physical space was being built, MAP has been carrying out its mission by actively reaching out to the local community through a variety of programmes and projects. With the pandemic, it also took a lot of its programmes online.

This is an exciting time to join the team at MAP, a young museum experimenting and breaking new ground in this space. With audience development and growth being one of the primary areas of focus, this role would be integral to the mission of the museum.

### **Role overview**

The Visitor Experience Coordinator will be responsible for strengthening visitor experiences at MAP. They will be expected to provide input towards and deliver high-quality experiences for the Museum's visitors; as well as support MAP's strategic audience-building interventions working in conjunction with other teams to increase visitor footfall, engagement and programme attendance. This is a unique opportunity to shape the experience of diverse audiences in a young museum finding its place in its new home.

Please note: This role requires flexible timings, including late evenings and weekends, in order to attend and manage programmes and engagements, as required. MAP has a compensatory off policy in place which is applicable when working on designated off-days.

### **Duties and responsibilities**

- Provide guided walkthroughs and tours of the building and exhibitions, as required for groups or individuals.
- Assess and build the overall quality of visitor experiences at the Museum; engage with visitors to effectively and accurately provide information regarding museum policies, exhibitions, collections, accessibility features, special events and programmes.
- Helping to build and implement effective feedback mechanisms to understand the Museum's audiences and their experiences.
- Provide inputs towards strategic interventions based on visitor engagement and feedback to encourage repeat visitors, enrich visitor experiences at the museum, and help inform other teams' practices, wherever appropriate and possible.
- Developing or supporting the development of different short-term and long-term mediation strategies and experiences for visitors in relation to exhibitions on view.
- Developing or supporting the development of interventions in the museum that enrich or enhance visitor experiences: from infrastructure and communications to services and programming, as the case may be.
- Oversee MAP's volunteer docent programming, including the delivery of training modules, management of volunteers and coordination of engagement activities for the same.
- Organise and deliver sensitisation training and mediation-based training for front-facing staff at the Museum in collaboration with externals, or learning, collections, exhibitions and inclusion teams, as required.
- Support MAP's efforts in audience research studies, directly or indirectly, as may be required.
- Support MAP's diversity and inclusion best practices to ensure that all visitors feel respected, warmly welcomed, and comfortable in the museum.
- Provide support for special events and public programmes, as needed.
- Provide support in the acquisition of new members, and help with the utilisation of on-site spaces/experiences to increase membership sales and renewals.

## **Skills and experience**

- Knowledge and experience in audience engagement and art mediation practices; experience in museum environments preferred.
- Excellent verbal and written communication skills. Fluency in English and Kannada would be expected. Knowledge of other Indian and/or international languages will also be valued.
- Ability to effectively communicate with visitors, peers, and management; and to interface effectively with visitors in both conveying information and listening to questions/concerns.
- Ability to work effectively under pressure and to communicate effectively and diplomatically with peers, patrons, management, volunteers and visitors is vital.
- Willingness to work flexible schedules, including weekends, holidays, and before or after hours as needed.
- Driven, energetic, highly collaborative and results-oriented.
- High level of accountability and efficiency, especially while handling multiple tasks.
- Good research, planning, and organisational skills.
- Excellent attention to detail with ability to handle a fast-paced environment is a must.
- Ability to adapt to changing priorities, and be culturally sensitive and respectful of diversity.

## **Equality & Diversity**

MAP is an equal opportunities employer. We oppose all forms of discrimination and believe that all people, regardless of their identity or membership of any group deserve to be treated equally, consistently and fairly. We welcome creativity, excellence and different perspectives that individuals of all backgrounds and abilities bring to our work.