

SITE GALLERY

Application Pack

Role: Operations and Front of House Manager

Background Information:

Site Gallery is Sheffield's leading international contemporary art space, supporting artists specialising in moving image, new media and performance. Pioneering emerging art practices and ideas, we work in partnership with local, regional and international collaborators to nurture artistic talent and support the development of contemporary art. At the heart of what we do, is to connect people to artists and to art, inspiring new thinking and debate through our exhibitions, projects, public programmes and participatory activity.

Site Gallery recently underwent a programme of expansion and refurbishment re-opening to the public in September 2018. We have a new 290sqm gallery and a dedicated events space along with commercial spaces including a shop, café and business-let units. This year we are celebrating our 40th anniversary.

The Role

This is a demanding role, which involves overseeing our Front of House delivery, fostering great working relationships between our volunteers and staff and ensuring the building is operating efficiently and effectively. You will be juggling many tasks and on a continual basis be liaising with staff, volunteers, audience members, customers and tenants.

Job Description

Employer: Site Gallery (MAP) Ltd, 1 Brown Street, Sheffield, S1 2BS

Position: Operations and Front of House Manager

Salary: £27,000 – £31,000

Responsible to: Executive Director

Responsible for: Technical Producer, interns, volunteers, apprentices

Hours of work: 40 hours per week, including some evenings and weekends

Key Responsibilities:

1. Oversee the day to day operations of Site Gallery to ensure efficient use of resources and capacity.

2. Deliver a customer focused Front of House service through our exemplary volunteer programme.
3. Contribute to income generation through the operational management of Site Gallery's shop, business to business relationship management and commercial events.

Tasks:

Operations

1. Contribute to the planning and delivery of programmes and activities to ensure operational support across the organisation.
2. Manage Site Gallery's Technical Producer whose role includes supporting operations and events as well as delivery of exhibition production.
3. Manage all building services contracts, including cleaning, utilities, safety and security, ensuring adequate provision is in place, reviewing and re-tendering contracts as required.
4. Manage the building maintenance systems (BMS) on a day to day basis, escalating faults to the appropriate contractor.
5. Organise and arrange any necessary maintenance works, overseeing the contractors on site and maintaining all maintenance records.
6. Take responsibility for the organisation's IT, manage the external IT consultant with the support of Site Gallery's Technical Producer.
7. Take responsibility for the security of the premises and contents, ensuring the premises and equipment meet relevant standards, that all contracts are up to date and that keys are controlled and full accounted for.
8. Act as Site Gallery's Health and Safety Officer, ensuring that the Health and Safety Policy is regularly reviewed and up-dated and that necessary risk assessments are carried out.
9. Take responsibility for budget controls and budget monitoring in relation to premises costs and other budgets as directed.

Front of House:

10. Ensure an audience focussed Front of House service, delivered through Site's volunteer programme.
11. Recruit and train a diverse, motivated and informed team of volunteers providing training and induction in customer service, reception duties, receiving shop payments and opening and closing the galleries.
12. Develop meaningful training and development opportunities for volunteers to support individual professional and personal development plans. Devise opportunities for

paid internships and apprentices as opportunities arise.

13. Co-ordinate a volunteer rota to ensure adequate cover in the gallery and reception during opening times. Schedule and negotiate staff cover as needed.

Income Generation

14. Act as relationship manager for Site Gallery's onsite tenants and neighbours including the 14 business lets and the café operator.
15. Work closely with the Marketing Manager to deliver a quick response to external hires enquiries, provide information for invoices and ensure excellent delivery of events.
16. Manage the day to day delivery of Site Gallery's shop, including point of sale, training staff, reconciling daily takings and contributing to shop development.

Other:

17. Act as Duty Manager, taking responsibility for fire evacuation, first aid, acting as emergency first point of contact.
18. Contribute to organisational evaluation and policy development .
19. Support internal communications through attending planning meetings, working as a team member and sharing knowledge with staff members and volunteers.
20. Act in accordance with Equality Policy and Health and Safety guidelines.
21. Any other duties commensurate with the role.

Person Specification:

This is a customer and client facing role and we need someone with great interpersonal skills, a naturally good communicator who is organised and thorough in their approach to work. The role is broad and you will need to keep many balls in the air at once whilst giving audiences, customers, volunteers, and contractors the time and attention they require.

You may not have previous professional experience in all aspects of the role but you will be confident the experience you have will give you the skills required to take on the areas of work new to you.

You will be an effective team leader and will have a thorough understanding of the needs of volunteers and the demands of leading a team of volunteers. You will lead by example and have a range of styles and techniques to get the best out of people.

You will be able to communicate complex or contentious issues well to a range of stakeholders and able to use a range of methods to influence others. You will love engaging with Site's diverse audiences and will act a role model in your personal approach to customer service.

Focussed on efficiency and optimising the use of resources, you will act with authority and responsibility. You will set high standards for operational management and challenge others to improve their performance. You are proactive rather than reactive, focusing on preventing

problems in the future as well as resolving immediate issues. You are able to think on your feet, see to the core of an issue, make balanced and objective judgements and make prompt decisions when needed.

How to apply:

To apply for the post please submit a C.V. with a covering letter outlining your relevant experience and interest in the role.

Applications should be submitted via email to jobs@sitegallery.org

Deadline for applications: 10am Wednesday 24 April 2019.

Interviews scheduled for 2nd and 3rd May.

We ask all applicants to complete an Equal Opportunities form to help us monitor the reach of our job adverts. [Follow this link to complete the form.](#)

We are an equal opportunities employer and encourage applications from a diversity of backgrounds.