

SITE GALLERY

Application Pack

Role: Operations Assistant

Background Information:

Site Gallery, Sheffield is one of Yorkshire's leading international contemporary art spaces, 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.

In 2018 Site Gallery re-opened following a programme of expansion and refurbishment. We have a 290sqm gallery and a dedicated events space along with commercial spaces including a shop, café and business-let units.

The role of Operations Assistant is a new post created to provide support within the operations team at Site Gallery. You will assist in the day-to-day running of the building, be Duty Manager, coordinate our front of house volunteers, and assist with the gallery's commercial activities.

Job Description

Employer:	Site Gallery Ltd, 1 Brown Street, Sheffield, S1 2BS
Position:	Operations Assistant
Salary:	£9.30 per hour
Responsible to:	Operations and Front of House Manager
Hours of work	16 hours per week, to include Saturdays and occasional evenings*

Key Tasks

1. Create a warm, informed and helpful welcome for all visitors and be the main point of contact for escalated enquiries from the front desk.
2. Ensure that the gallery is safe and accessible for visitors, following safety checks and procedures.

3. Assist volunteers with opening/closing our gallery, shop and reception.
4. Assist with the recruitment and training of Front of House volunteers; keep the online volunteer handbook up to date and help the Operations and Front of House Manager to continually develop FOH procedures.
5. Ensure that targets are met for visitor surveys and contribute to audience development; share insights from visitor feedback with the wider team.
6. Receive and process new shop stock using iZettle; ensure good stock control; assist with quarterly stock takes and train volunteers in use of the software.
7. Maintain a high standard of presentation throughout the shop and reception, updating information, signage and merchandising as required.
8. Support the operations team in the delivery of events and hires.
9. After full training, be duty manager during your shifts, taking full responsibility for ensuring that emergency procedures are followed.
10. Escalate issues as appropriate to the Operations Manager and wider staff team
11. Follow opening/closing procedures to ensure security
12. Act in accordance with our data protection, health and safety and equality policies
13. Any other duties commensurate with the role

*Working 16 hours per week, you will be required to work on Saturdays 10-6pm and can nominate one other day between Tuesday-Friday 10-6pm as a regular day. Some flexibility is required to cover evening events in lieu of time off.

Skills, knowledge and behaviour: Operations Assistant

This is a hands-on, customer facing role for a people-focussed person. You will have experience in working with, or as, a volunteer, a working knowledge of safety procedures and ideally experience in supervising teams.

You are a responsible and proactive person who can take on a variety of tasks to support our team, as well as responding to what's needed on the day. The role requires a high level of teamworking, communication and organisational skills.

You interact well with all customers. Taking into account customers diverse needs, you are able to quickly identify issues, acting promptly and taking ownership of solving problems.

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: Midday, Friday 13 March.

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.