

SITE GALLERY

Application Pack

Role: Duty Manager

10 hours per week, Permanent Role

Salary: £11.30 per hour

Are you passionate about visual art and looking for a part-time customer facing role where you can apply your people skills to engage audiences?

If you are highly organised and responsible, enjoy working with volunteers and delivering work to the highest standards, this role could be for you.

The role requires a range of skills in customer service, retail and venue care. Training and professional development opportunities are available to the right candidate.

Applications are now open.

The closing date is 10am on Friday 13 May 2022.

Please see below for details of how to apply.

At Site Gallery we care deeply that the work we create is relevant to our city and to people living in Sheffield. We particularly welcome applications from individuals who feel they are underrepresented in the arts and cultural sector. It is critical that our team is representative of the wide range of communities we engage with and we encourage applications from everyone, irrespective of gender, race, disability, age and socio-economic background.

Site Gallery can support an Access to Work application and we are open to discussion about additional support/resources that might be required.

Travel costs for those invited to interview will be reimbursed.

We look forward to hearing from you,

Judith Harry, Chief Executive

Role: Duty Manager

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 Duty Manager is a permanent post providing operational support to our whole team. You will assist in the day-to-day running of the building, be the duty keyholder, coordinate visitor experience from reception together with our volunteers, and assist with the gallery's commercial activities.

This role is based on-site and cannot be carried out from home.

Job Description:

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

Position: Duty Manager

Contract: Permanent

Salary: £11.30 per hour*

Responsible to: Operations and Front of House Manager

Hours of work: 10 hours per week: to include Sundays (usually 5 hours), and a weekday which can be discussed with the candidate. Some flexibility is required to cover events outside of these times, in lieu of time off.

*Site Gallery operates a reduced hours policy which cannot apply to this role; the payscale is adjusted to compensate.

Full training is provided.

Key Tasks:

1. Be duty manager during your shifts, taking full responsibility for ensuring that emergency procedures are followed.
2. Ensure that the gallery is safe and accessible for visitors, following safety checks and procedures. This role carries specific responsibilities for health and safety, ensuring

that all compliance procedures are followed and current policy is adhered to by visitors at all times.

3. Create a warm, informed and helpful welcome for all visitors and be the main point of contact for the gallery.
4. Open and close our gallery, shop and reception.
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 Zettle; work closely with the Operations Assistant to ensure that there is good stock control.
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 when possible.
9. Escalate issues as appropriate to the Operations Manager and wider staff team including monitoring risks and contributing to risk assessment and mitigation.
10. Follow opening/closing procedures to ensure security.
11. Act in accordance with our data protection, health and safety and equality policies.
12. Any other duties commensurate with the role.

Skills, knowledge and behaviour:

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

You will need attention to detail and to be confident in communicating information to visitors, volunteers and other building users.

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 decision-making 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.

Please note that this role includes some lone working, for which full training in procedures and escalation will be provided. As keyholder on Sundays, you will not be able to leave the site.

To apply:

We want to make the application process as simple as possible for you. You will need to submit:

1. A CV detailing your employment history (no more than 1-2 pages)
2. We want to know why you are applying for this role, your interest in Site and our work, and what skills and experience you would bring to the organisation. You can provide this by:
 - a) writing a letter of no more than 500 words
 - b) recording a short video or audio file with your spoken response
 - c) a combination of both a and b
3. Complete this anonymous [Equal Opportunities Monitoring](#) form*

Your CV, letter or video/audio file should be submitted to jobs@sitegallery.org

You will receive an automated reply from us when you submit and we will contact you again after the application deadline, once we have shortlisted.

* we ask all applicants for paid and voluntary roles to complete this monitoring form so that we can better understand the reach and fairness of our recruitment process. Data is anonymous and not linked to your application form.

Closing date for applications is 10am on Friday 13 May 2022.

We expect interviews to take place towards the end of May with Rebecca Bell, Operations and Front and House Manager and one other staff member. Interviews will be face to face if possible, or on Zoom if necessary or preferred.