



JOB DESCRIPTION

POST:	Gallery Operations Co-Ordinator	DEPARTMENT:	Corporate
REPORTS TO:	Business & Governance Director	DIRECT REPORTS:	Duty Manager Volunteers

LOCATION: Hull

CONTRACT TYPE: Permanent with a one month notice period

BAND: £22,000 - £25,000 dependent on experience

PURPOSE

This role is key to ensuring that the company's front facing building runs smoothly and effectively and delivers excellent customer service to all its visitors and users. As Operations Coordinator you will play a key role in meeting our business objective and ensuring that the multi-purpose building runs efficiently and is maximized to its full potential. Your overriding aim is to ensure the smooth running of our public building on a day-to-day basis, and to provide a safe and welcoming environment for all users including visitors, staff, artists, volunteers and the wider community. Quality of the visitor experience including exemplary accessibility, is paramount.

As well as the building itself, you will have responsibility for the company's support services, including managing all elements of security, cleaning contracts, health & safety obligations, IT and telephony systems, and utilities. You will manage the venue's relationship with contractors and suppliers and ensure best value and fit for purpose contracts are in place. You will liaise regularly with the current landlord Wykeland and ensure that issues are resolved satisfactorily and in a timely manner. You will work closely with the Business & Governance Director, Head of Creative Programmes, Senior Curator and the Café Bar operator to ensure safe and successful delivery of the programme and its associated engagement activities events through logistical and planning support. You will work closely with the Café Bar operator to support our income targets through facilitating private bookings and events, managing enquiries and bookings to generate commercial income for the charity. You will also lead on a sustainability policy for the organisation and ensure best practice is followed in a range of related issues including energy consumption and waste management. You will oversee and manage our front of house and retail services and ensuring excellence in all aspects of visitor experience.

RESPONSIBILITIES

Hours of Work

This is a full-time position (37 hours per week). As a keyholder and main contact for contractors, your working day will routinely start early. You will be required to be on call and be flexible about your days at work, as Humber Street Gallery is currently open to the public 6 days per week.

Your duties as our Operations Coordinator will vary widely day to day, but in this position, you will be required to:

Operations & Building Management



- Manage general upkeep, maintenance, refurbishment and renovation of the building
- Ensure statutory compliance in relation to all building-related matters, including specifically compliance with health and safety legislation. Ensure planned preventative maintenance is undertaken as required and scheduled and all proof of compliance kept for inspection
- Maintain a successful health & safety record supported by regular risk assessments and Health and Safety checks, plus advising on staff training needs as relevant
- Lead on emergency procedures, fire evacuation, first aid, and risk assessment
- Advise on company policy and best practice across all your areas of responsibility
- Maintain appropriate security policies and procedures including escalation routes and actions for any incidents
- Be the primary keyholder for the building
- Ensure the public facing areas and office accommodation equipment and facilities are maintained as required.
- Organize and manage a storage solution for the company in line with the Fixed Assets Policy. Manage the company's assets including furniture and IT/AV equipment, ensuring these are maintained and stored appropriately, and mobilising them when required for events and the exhibition programme
- Manage supplier services such as cleaning, waste disposal, and recycling as well as office systems, including IT and office equipment
- Responsible for managing Staff Rota
- Ensure suitable and adequate insurance protection is in place for all activities and assets
- Contribute to income generation through the operational management of the building including managing private events and bookings.
- Manage any day to day point of sale, training staff, reconciling daily takings and liaising with the finance team.

Programme & Events

- Work with third party suppliers to support production and delivery of exhibitions and events.
- Ensure attendance data is monitored and captured accurately and distributed in a timely manner.
- Assist with all aspects of installing and dismantling of exhibitions including packing, storage, preparing resources and staffing to ensure exhibitions and events are installed in a safe manner.

Visitor Experience

- Manage all elements of the visitor experience Humber Street Gallery, ensuring excellent customer service and adequate cover during opening hours
- 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
- Work closely with the Volunteer team to co-ordinate a Volunteer rota to ensure adequate cover during opening times. Schedule and negotiate staff cover as needed
- Coordinate and manage off site and internal storage provision, working closely with the Programme team to arrange.

Other

- Establish and implement an incident reporting procedure with appropriate management and actions



- Maintain an accurate risk register for the building and activity log.
- Contract management of external suppliers to include utilities, insurance and IT support
- Work within Absolutely Cultured's finance and accountancy procedures including the timely and accurate processing of purchase orders and invoices, expense claims, as well as regular updating of budget projections and cash flow etc
- Work closely with the Public Engagement team and Creative Programme team to identify and deliver opportunities and delivery of positive engagement experiences for public, participants, partner organisations and volunteers

PERSONAL SPECIFICATION

SKILLS & EXPERIENCE

Required

- Experience of acting Duty Manager activities in a public facing building
- Demonstrable experience of budgeting and managing costs
- Demonstrable experience of delivering excellence in customer service and associated problem solving
- Strong record of operational support activities
- Experience of working within teams including volunteers, placements
- A thorough knowledge of Health & Safety and other applicable legislation appropriate to a public facing space
- Ability to remain calm under pressure and the ability to deal with sensitive situations in a professional and diplomatic way
- Excellent IT skills

Desirable

- Experience of working in an established gallery / museum
- Monitoring and reporting within a visitor attraction environment
- Trained First Aider / Fire Warden
- Experience of working with artists
- Experience of projects involving community engagement and volunteers
- Experience of managing Safeguarding issues
- The ability to work outside of typical working hours if required

PERSONAL CHARACTERISTICS

- Ability to manage multiple priorities and meet deadlines
- Interest in the arts and culture
- Positive and enthusiastic attitude, including a flexible approach to developing and delivering the job
- Commitment to achieving high standards
- Ability to take own initiative as well as working as part of a team
- Ability to work effectively under pressure
- Be able to show initiative and resilience when dealing with change
- An active interest in and an appreciation of arts and culture
- A strong team player with a collaborative style and the proven ability to engage people of all backgrounds
- A commitment to understand the local landscape, in the context of the needs and characteristics of different communities
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BEHAVIOURS

- **Makes things happen:** Is self-motivated, focused and proactive. Goes the extra mile to ensure delivery and to achieve outcomes
- **Thinks strategically:** Looks ahead to scan opportunities. Maintains awareness of the broader context we operate within
- **Is Entrepreneurial:** Thinks creatively and embraces innovation to identify opportunities, to solve problems and to find different ways of doing things to better achieve our mission
- **Works collaboratively:** Looks for ways to work in partnership and to involve stakeholders and audiences to be greater than the sum of our parts. Promotes team work and cooperation
- **Focuses on solutions and outcomes:** identifies and deals with obstacles to success, taking ownership of tasks, goals and targets. Assesses objectives and plans work to achieve goals
- **Learns and develops:** Reflects on and evaluates work in order to continually learn and improve. Makes suggestions and offers ideas for improvements that can benefit the wider organisation. Is open to and acts on feedback
- **Encourages and supports:** Takes an open approach to knowledge exchange, sharing best practice and celebrating success. Proactively encourages others to develop in their roles
- **Adapts and responds:** Works flexibly to recognise changes arising and responds accordingly. Is open to change and opportunities

Signed (Post Holder):

Name:

Date:

Signed (on behalf of Absolutely Cultured Limited):

Name:

Date: