

HLF Operations Traineeship

Work based training tasks and projects

Background

For over a century the Whitechapel Gallery has premiered world-class artists from modern masters such as Pablo Picasso, Jackson Pollock, Mark Rothko and Frida Kahlo to contemporaries such as Sophie Calle, Lucian Freud, Gilbert & George and Mark Wallinger.

With beautiful galleries, exhibitions, artist commissions, collection displays, historic archives, education resources, inspiring art courses, dining room and bookshop, the newly expanded Gallery is open all year round, so there is always something free to see.

The Gallery is a touchstone for contemporary art internationally, plays a central role in London's cultural landscape and is pivotal to the continued growth of the world's most vibrant contemporary art quarter.

Heritage is a major part of the Gallery's structure, programming and history and is incorporated into departmental daily activities in project specific areas within Development, Education and Exhibitions, and more generally into areas of organisational activity relating to the wider context of the arts sector. These are identified as conservation and sustainability within the Operations team, marketing of the organisation's heritage as part of the Communications department and access awareness through Visitor Services.

Trainees will gain valuable departmental skills and experience as outlined in this document combined with workshops and training, as a cohort, for specialist heritage skills. This training will complement the work of the department and allow each trainee to gain an insight into how heritage and conservation is relevant across the Gallery by undertaking training in project management, research into local history, collection conservation, digital technology, customer care and communications.

The Operations Trainee will develop an understanding of how a heritage building deals with content and fabrication. Projects might involve the historical element of the Gallery's past and marrying heritage considerations with Health & Safety and visitor access. Actual heritage focused projects will be agreed between trainee and their line manager during the induction process, and there is flexibility to extend the remit of the Trainee's duties as the placement progresses dependent upon particular areas of interest.

Operations Department

The team consists of Head of Operations, Building Operations Manager, Visitor Operations Manager, Operations Administrator, Visitor Operations Supervisor, Operations Assistants, Duty Manager, Technical Manager, Senior Technical Officer, and IT engineer.

Supervisor: Operations Administrator

Tasks and Projects

Across the year, the Trainee can expect to receive work-based training and supervision in performing the following tasks:

Administration

- Carry out research and assist with policy work, helping to ensure that the Gallery is fully compliant with the law, and following best practice, in the areas of Health & Safety, Access, Building Regulations and conservation management.
- Communicate internal procedures and policies regarding systems and software in collaboration with other departmental colleagues; for example working with the Visitor Operations Manager to ensure changes to evacuation procedures are embedded into the organisation.
- Work with the Operations Administrator to maintain the Gallery's Room Booking System.

Projects:

- Aiding Gallery wide access to Operations policy and building information by developing the Departments' section of the Intranet.
- Support the Head of Operations in the annual renewal of the Health & Safety Policy and its appendices.

Occasional Cover:

- Provide occasional cover for the Operations Administrator in taking and distributing minutes at the Operations department meeting.

Building Services & Estates

- Work with the Building Operations Manager to monitor the Gallery's art and building conservation requirements and update the Gallery's Facilities Report, satisfying the needs of lenders and conservationists.
- Preserve our grade 2* listed building by working with the maintenance team to carry out building maintenance every Monday.
- Work along side the Operations team in the provision and management of facilities, resources and equipment for events and other activities.

Projects:

- By researching the history of the Whitechapel Gallery and linking with comparable cultural heritage organisations and governing bodies develop a guide for the care of our heritage building and its key historic features.

Security

- Support the Building Operations Manager in the compilation of incident reports and gather intelligence to assist the local authorities in making improvements to the local area.

Projects:

- Instigate a campaign to engage the local community, Gallery employees and other stakeholders to engage with an initiative to improve preservation and security of the local area.

Occasional Cover:

- Along side the Operations team, participate in the key holders Rota and learn how to lock and unlock the building and facilitate our staff and activities.

Sustainability

- Assist the Operations Administrator in the analysis of energy consumption in relation to external and internal factors such as electricity demand of the Gallery Programme within a listed building.

Projects:

- Work with the Operations Administrator on nominated projects on environmental issues including sustainability and a green working environment.

Technical Services

- Support the Technical Manager in the maintenance, upkeep, logging and management of resources, equipment and audio visual systems.

Occasional Cover:

- Gain familiarity with the audiovisual facilities at the Gallery with an ultimate view to facilitate small scale events and presentations as acting AV technician.

Visitor Operations

- Assist the acting Duty Manager in occasional casual staff briefings and carrying out front of house processes relating to public access to our heritage site.

Projects:

- Support the Visitor Operations Manager and work with the Visitor Services trainee in the recording and distribution of internal exhibition briefings delivered by the Curatorial team.

Occasional Cover

- Invigilation of the Whitechapel Gallery exhibition spaces, including the Foyle Reading Room when required.

Accreditation:

All six HLF Trainees will undertake an EDI Level 3 Diploma in Cultural Heritage. The pathway within this qualification will be chosen with the guidance of line managers and an EDI assessor according to the specific duties of the Trainee. All accreditation is work-based, and assessed through work-based evidence collection with the guidance of an EDI assessor. Level 3 is an A-Level equivalent qualification. Applicants who have studied to level 3 and beyond in an academic context are not excluded from applying due to the specialised nature of the course content and the invaluable real-world context of the work-based training, however it is recommended that all candidates read the EDI Candidate Pack carefully and consider the suitability of this qualification to their individual needs before applying. The full candidate pack for the EDI Level 3 Diploma in Cultural Heritage is included in the Application Pack.

Competencies

- Communication and team work skills
- Customer Care skills and experience
- Ability to manage both practical tasks and administrative work
- Attention to detail, and an understanding of the importance of excellent record keeping.
- IT skills including Word, Excel, the use of internet and databases
- Ability to understand risk assessments and basic health & safety as it applies to building and art conservation.
- Knowledge of contemporary art and the innovative use of public spaces

Please demonstrate how your skills and experience match the competencies for this role when making an application. Before making an application, please refer to the information provided regarding entry criteria for the HLF Skills for the Future Traineeships programme.

Other details

- Traineeship Coordinator: Administration Manager
- Supervisor: Operations Administrator
- Hours: 9:30- 5:45pm, with an hour for lunch. Monday - Friday
- Duration: 12 months
- Bursary: £14,500 (paid in 12 monthly installments)
- Benefits (subject to availability): Discount at the Whitechapel Café/Bar, discount at the Gallery bookshop and a card which offers free entry to a number of London museums and galleries

Closing date: Midnight Sunday 5 April 2015
Interviews: Tuesday 21 April 2015
Start date: Tuesday 2 June 2015

Skills for the Future Traineeships are supported by the National Lottery through the Heritage Lottery Fund.

The Whitechapel Gallery strives to be an equal opportunities employer and welcomes applications from all sections of the community.

Charity number: 312162 Company number: 4093862



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