Visitor Operations Supervisor

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 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.

Role

To act as Duty Manager during Gallery opening hours and proactively respond to the needs of our visitors. To ensure that all gallery hires and events are facilitated correctly. To ensure that the public facilities and exhibition spaces are maintained to the highest standards of presentation. To assist the Operations Manager in administrative duties relating to the management of casual staff, security and health & safety protocols.

Accountability

The Visitor Operations Supervisor is accountable to the Operations Manager and shares some line-management responsibility for casual Duty Managers.

Duties and Responsibilities
**Visitor Operations**

- Assist with planning and updating the Duty Manager rota.
- Work closely with the Operations Manager on the accurate production of monthly timesheets as part of the payment process.
- Hand over relevant information for evening and weekend staff to encourage continuity of service standards at all times.
- Prepare and distribute weekly activity reports to keep Duty Managers informed of the Gallery programme and departmental updates.
- Compile Duty Manager feedback for weekly review by senior management.
- Assist with the coordination, training and induction of Duty Managers including seasonal Front of House Day.
- Field visitor feedback in the first instance and direct to appropriate channels.
- Be an advocate of the Gallery's commitment to access and equality and manage any day-to-day issues within the visitor environment.
- Attend and contribute to relevant meetings.
- Assist with booking relevant staff such as Duty Managers, cleaners and security guards for events and hires.
- Assist in switch on procedures in Gallery spaces where necessary
- Conduct briefings / debriefs of FOH staff where required.

**Facilities**

- Maintain room booking inbox and manage requests within department and throughout the Gallery.
- Assist in updating booking diary.
- Ensure resources and equipment are set up and stored as agreed.
- Support Operations Assistants in the upkeep and presentation of the building and its services.
- Be aware of how to operate building-related equipment that impacts on public areas and report any issues to the maintenance team.
- Monitor all public areas to ensure they are in excellent condition during opening hours.
- Monitor cleanliness throughout the building and feedback any issues to the maintenance and cleaning teams.
• Maintain awareness of activities and programme in relation to the planning of building works and other building activities.
• Action requests and tasks such as the moving of stock and deliveries and assisting where necessary.
• Monitor contracted cleaners and order supplies.

Security

• Compile incident reports in response to security incidents; circulate within the operations team for review at Directors level.
• Respond to security incidents in the first instance and liaise where appropriate with the emergency services.
• Understand how to lock and unlock the building and operate the intruder alarm.
• Take part in the key holders’ rota on set days locking and unlocking the Gallery.
• Be aware of all security procedures and help to uphold them.
• Maintain a general awareness of security throughout the Gallery.
• Create and issue staff ‘access control’ passes.
• Take shared responsibility as intranet administrator for the Operations department.

Health & Safety

• Maintain an awareness of first aid protocols and contribute to the first aid team.
• Carry out health & safety tours and building inductions for new staff.
• Undertake role as a fire marshall during evacuations, and perform evacuation duties where requested.
• Participate in the ongoing review of actions resulting from risk assessments related to exhibition displays, hires & events.
• Be aware of all H&S policies and contribute to updates where necessary.
Person Specification

Essential

- Experience in leading teams
- Experience of working within a public building
- Practical awareness of health and safety and security issues
- Experience of delivering events to a high standard
- Experience with AV and technical equipment
- Strong organisational and communication skills
- The ability to act with tact and diplomacy in a variety of situations and with individuals from different backgrounds
- Experience of using Microsoft Word, Excel, PowerPoint and email to intermediate office standards

Desirable

- SIA / security training
- Previous gallery or museum work
- Mechanical & electrical/carpentry skills
- Interest in and knowledge of contemporary visual arts
- Foreign language skills
- Knowledge of First Aid and licensing issues
- Practical abilities, including hands-on skills such as basic carpentry, and competence with tools

Conditions of Work

- Permanent contract: 5 days per week
- Typical hours of work: Monday- Friday 10:00-18:15 (with one unpaid hour for lunch) plus some occasional early morning, weekend and evening work, which will be compensated by time off in lieu
- Salary: £23,000pa
- The period of notice is 2 months in writing on either side

In addition, the benefits you are eligible to receive are, subject to availability:

- 25 days annual holiday (pro rata for part-time staff)
- Option of 5% of your gross salary provided as employers’ pension contribution
- £200 annual research and development grant (pro rata for part-time staff)
- Discount from the Gallery bookshop
- Discount from the Whitechapel Café/Bar
- Discounts on editions (one per edition) and publications
- Training opportunities
- Option to participate in the Busy Bees Childcare Voucher scheme.