

Operations Manager

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.

Role

The Operations Manager – Buildings & Maintenance is responsible for the daily operations of the Gallery and its many activities focused in a number of different facilities and building areas from event management to technical services, overseeing works and providing the conduit through which the successful operation of the building is managed.

They are responsible for managing the operation, repair and maintenance of the building and its systems. The position demands both a high level of 'hands on' involvement in terms of maintaining the building and staffing resources as well as the managerial, organisational and administrative skills to manage staff, budgets and events, and the reviewing and implementation of new systems and policies.

Accountability

The Operations Manager – Buildings & Maintenance is a member of the Operations department, and is managed by the Director of Operations & Visitor Services.

Job description

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Duties and Responsibilities:

Operations:

- Responsibility for the day-to-day smooth running of the building and its many functions and activities
- To ensure that operational systems and processes are functioning efficiently, including but not necessarily limited to, technical services, building maintenance and resources, operational procedures, security and other building activities
- Day-to-day responsibility for all matters relating to Health & Safety at the Gallery, including the building of Risk Assessment procedures and its effective implementation
- Working with the Director of Operations & Visitor Services, maintain an awareness of elements of a substantial revenue budget, often stretched by the competing and conflicting demands of the building
- Responsibility for the implementation of agreed green and sustainability initiatives, liaising with colleagues across the Gallery, and identifying improvements from a building operations perspective
- Assist in the induction of all staff
- Liaise with Events, Development and Hire teams to ensure correct booking of Duty Managers to ensure smooth running of all events
- Work with Director of Operations & Visitor Services on long term structure of Operations department

Building Services

- Manage the upkeep and maintenance of the Gallery, implementing a planned maintenance programme for those spaces.
- Co-ordinate the Operations team to ensure that building maintenance standards are met
- Working with the Director of Operations & Visitor Services lead on initiatives dedicated to ensuring that gallery environmental conditions are to exhibition standards
- Develop a key relationship with the Exhibitions team regarding maintenance and upkeep of the Gallery spaces, and the conservation and conditioning requirements of the programme
- With the Director of Operations & Visitor Services, create preventative maintenance schedules, and manage appropriate contracts and budgets

- Managing the key maintenance and building contracts including building management, and booking contractors where necessary
- Planning of agreed improvements to the Gallery building plant and equipment
- Work with the Director of Operations & Visitor Services in developing closer synergies with the Gallery programme, and how future requirements can be combined with building sustainability and capital renewal initiatives
- Responsibility for managing and using the Building Management System (BMS), including the reporting of faults, and monitoring of performance
- Maintain and carry out daily and other scheduled checklists of works to the presentation and upkeep of the Gallery building including painting, repairs and janitorial duties.
- Maintain operations stores, manage stock of equipment, and order consumables.
- Identify and carry out electrical, mechanical and plumbing maintenance where appropriate, and co-ordinate and supervise all contractors on site.
- Liaise with caterers in the maintenance of equipment.
- Communicate and liaise with Gallery stakeholders regarding building works, maintenance and other projects.
- Liaise with, supervise and co-ordinate contractors and maintenance operatives on site to ensure their tasks are carried out as instructed and in line with Gallery protocols.
- Monitor maintenance inbox and requests. Prioritise and carry out remedial works as appropriate directing tasks to other team members via maintenance task lists.
- Assist supporting IT maintenance and daily issues

Other

- Deputise for Director of Operations & Visitor Services where required
- Help to ensure effective systems are in place for dealing with any incidents and accidents and take responsibility for keeping records
- Liaise with franchised partners and external parties where appropriate
- Any other duties that may be reasonably requested by the Director of Operations & Visitor Services
- Support and uphold the Whitechapel Gallery's Health and Safety policy
- Support and uphold the Whitechapel Gallery's Environmental policy through induction and training

Person Specification

Essential

- Experience managing operations and/or facilities within a public building
- Strong administrative, organisational and communication skills
- The ability to act with tact and diplomacy with individuals from a variety of situations and backgrounds
- Experience of using Microsoft Office and databases to a good office standard
- Good IT skills generally, and the ability to troubleshoot a range of IT problems
- Experience with AV equipment
- Previous experience of customer care

Equality, Diversity & Inclusion

The Whitechapel Gallery is undertaking a major policy review to address systemic discrimination; and considering what part we can play in reforming the arts sector overall. We are auditing our programmes, our staff and our audiences to assess successes and failures and bring about reform and innovation. Our Action Plan is guided by staff, but also draws on the experience of external organisations dedicated to combating racial injustice and social inequality. We want our workforce to represent all sections of the community and expect all our workers to have a strong commitment to work with the Gallery in creating an equal, diverse and inclusive workplace. Our ambition is to reflect society and to create a diverse, inclusive and welcoming environment for all to experience art.

Desirable

- IOSH or NEBOSH certified
- Previous Gallery or Museum Work experience
- Interest in and knowledge of contemporary visual arts
- Foreign language skills
- First Aid Certificate
- Personal License

Conditions of Work

- Full time permanent position
- Salary: TBC
- Hours of work: 9.30am – 5.45pm, Monday – Friday, with early morning start and or late evening finish. There will be some occasional weekend and evening work, which will be compensated by time off in lieu.
- The period of notice is 3 months in writing on either side
- Probation period: 6 months
- As a team, ensure that holidays do not clash

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 basic salary provided as employers' pension contribution (6 months after start date or when probation has been successfully completed, whichever is latest)
- Discount from the Gallery bookshop (subject to availability)
- Discount from the Townsend Restaurant (subject to availability)
- Discounts on editions (one per edition) and publications (subject to availability)
- Annual research/travel grant of £200 (pro rata equivalent for part time staff)
- Training opportunities
- Cycle to Work Scheme
- Eye Test
- Access to Employee Assistance Programme