

Duty Manager - Casual

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

To assist the Operations department in taking responsibility for the operation, maintenance, cleanliness, security and safety of the Whitechapel Gallery and its many functions .

Accountability

The Duty Manager is part of the Operations Team and is managed by the Operations Manager.

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Job description

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Duties and Responsibilities:

General

- Be responsible for locking and unlocking the building before and after a shift at the Gallery, including operation of the Intruder Alarm System.
- Direct the Evacuation Procedure in the event of an emergency.
- Monitor cleanliness across the Gallery, including its exterior, with regular checks throughout shifts.
- Liaise with contractors and engineers on site.
- Respond to the wide requirements of the Operations team and Gallery staff in relation to events.
- Be first point of contact regarding the prompt collection and distribution of deliveries for departmental teams.
- Direct the Gallery Ambassadors in their duties and provide support for the Visitor Services team when required.
- Record arrival & departure times of Gallery Ambassadors and pass any feedback to the Visitor Services team.
- Oversee the operation of all equipment utilised in the Exhibitions and report any damage or malfunctions to the Exhibitions Team & Visitor Services team.
- Monitor the operation of building and plant services and report any problems to the Maintenance Department.

Events

- Liaise directly with the Events and Education teams on the preparation and hosting of the external events and education programmes.
- Set up resources required for events and meetings including AV equipment and furniture.
- Monitor the condition of events spaces and ensure they remain presentable.

Visitor Services

- Provide cover for Visitor Services staff and Gallery Ambassadors when necessary.
- Take responsibility for safety and security throughout the Gallery.
- Actively support and contribute to a culture of excellent customer care according to existing guidelines.
- When on shift be the main point of liaison for all Front of House staff including franchised partners and take responsibility for the health, safety and well-being of all visitors.

Other

- Any other duties that may be reasonably requested by the Operations Manager.
- When working in any public facing capacity adhere to an agreed dress code.
- Support and uphold the Whitechapel Gallery's Health and Safety policy.
- Retrieve editions stock from the Art Store when requested by the Info Desk.
- Attend quarterly FOH training day.
- Uphold all Whitechapel Gallery security protocols including the incident report procedure.
- Represent Whitechapel Gallery at public events, meetings and networking on behalf of the organisation

Person Specification

Essential

- Minimum 1-year experience of working within a public building
- First Aid trained (3-day course)
- 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 e-mail to intermediate office standards
- Practical awareness of health and safety issues
- Experience in leading teams

Desirable

- Previous gallery or museum work
- Interest in and knowledge of contemporary visual arts
- Foreign language skills
- Fire marshal training
- Practical abilities, including hands-on skills such as basic carpentry, and competence with tools

Conditions of Work

- Contract: Casual. Work will vary from week to week and working times will include evening and weekend work.
- Rate of Pay: £13.35 per hour gross pay (£11.92 plus £1.43 holiday pay)

Additional Benefits:

- Discounts on Whitechapel Gallery products and services (special conditions for Limited Editions apply)
- Training opportunities
- Access to Employee Assistance Programme