

Head of Operations & Building Projects **24 Months Fixed Term Contract**

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, Lucien 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 Head of Operations is part of the senior management team, leading the Operations department and has responsibility for the building and its facilities. This includes responsibility for IT, AV, maintenance, plant, building resources, access, security and estates management. This role liaises frequently with other members of the senior management team to ensure the continued smooth-running of the Gallery's public-facing and back-of house operations.

The following posts report directly to the Director of Operations:

- Operations Manager
- Senior Operations & AV Officer
- Outsourced IT and network support company

Accountability

The Head of Operations leads the Operations Department and reports to the Managing Director.

Accountable:

The Head of Operation manages the Operations Manager and helps oversee the Operations Assistant and Duty Managers

Job description

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Duties and Responsibilities:

Operations

- Overall responsibility for the smooth running of the building and its many functions and activities
- Lead responsibility for all aspects of Health & Safety compliance (front and back of house)
- To ensure that appropriate operational systems and processes are in place, including but not necessarily limited to, IT, AV, building maintenance and resources, operational procedures, insurance, security and other building activities
- Responsibility for IT management, and for ensuring that the maintenance and administration of the Gallery's IT hardware, back-up process, anti-virus and server infrastructure is carried out, liaising with external service providers where required
- Liaise with stakeholders throughout the Gallery to ensure that relevant departmental systems and processes are integrated; maintaining oversight of:
 - departmental record-keeping systems, (data, statistics and narrative information);
 - departmental financial processes and budgets;
 - digital systems and software, including sales and box office.
- To oversee negotiations and relationships with relevant contractors and suppliers, delegating to other Operations staff as appropriate
- Responsibility for the planning and development of scheduled maintenance and ongoing contracts, and supporting the department in this area
- Ultimate responsibility for the Building Management System (BMS), working with the Operations Manager to ensure optimised performance
- Responsibility for ensuring that environmental conditions are maintained, working with the Building Operations Manager to ensure effective liaison and communication with the Exhibitions team and the requirements of the programme
- Manage the Gallery's licensing requirements, and take on the position of Designated Premises Supervisor as required by the Licensing Act 2005
- Ensuring nominated personnel from other departments are fully trained on health and safety and risk assessment for safe installation & deinstallation and to host events & workshops
- Responsible for creating safe working framework and leading on risk assessment and health & safety training in case of any government restrictions on on-site working
- Partnership working with other departments in planning, risk assessing of external sites and delivering Nocturnal Creatures Summer Festival

Capital Project Management

- Overall responsibility for the tendering of Gallery works and capital budgets, including prioritization of projects according to resources
- Overall responsibility for organising delivery of large capital projects
- Responsibility for capital renewal, and ensuring the legacy of the Whitechapel Project
- Liaising with contractors and other third parties to ensure timely delivery of contracted works

Estates

- Overall responsibility for security at the Gallery, from the building to that of staff, and levels required for events
- Liaison with external stakeholders, such as Tower Hamlets, to ensure Gallery compliance
- Responsibility for driving the Gallery's green and sustainability agenda, and working with the Operations Manager in this area

Management

- To work as part of the senior management team at the Gallery; working with all departments to ensure operational effectiveness and reinforce best practice
- Report to bi-monthly Team Leader meetings
- Line manage and mentor Operations staff; supporting continuous personal and professional development,
- Interviewing for new personnel and conducting performance reviews, and with HR deal with any other personnel matters arising
- Continuously review existing guidelines, and improve and optimize systems and resources accordingly. Stay well informed on current affairs and best practice within the industry:
 - liaise with peers in other organisations;
 - read relevant journals;
 - attend forums and conferences.
- Oversight of operational staffing budgets, and casual staffing requirements; operate within budgets and creatively find cost-effective solutions without compromising on quality, or staff and visitor well-being.
- Contribute to relevant management reports
- Actively contribute to a positive working environment

Other

- To build internal and external networks with colleagues, across the Gallery and with other visual arts and charity organisations, and to be involved with operational and technical provision to ensure consistency and the exchange of best practice
- Undertake any reasonable duties as requested by the Managing Director

Person Specification

Essential

- Extensive operations or building management experience at senior manager level in the arts, museum or charity sector
- Experience of managing significant capital projects
- Experience of managing IT systems and strategy in an ever-changing creative environment
- Experience of Health & Safety management, ideally with a professional NEBOSH or IOSH qualification
- Practical experience of creating and managing budgets, and the understanding of management accounts
- Excellent communication skills; tact, confidence, and maturity to liaise with a wide range of people
- Strong administrative and organisational abilities with meticulous attention to detail
- Dedicated to the continuing professional development of the department and themselves
- Ability to manage, and decide between, conflicting interests and influences

Desirable

- Strong interest and empathy with contemporary art and artists and with the activities and policies of the Whitechapel Gallery, in particular the Exhibitions, Education and Community programmes
- A personal license holder, with previous experience as a Designated Premises Supervisor

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.

Conditions of Work

- Full time permanent position
- Salary: up to £35,000 to £40,000 per annum, depending on experience
- Hours of work: Monday to Friday, 9.30am to 5.45pm with one hour for lunch. This position may include work at evenings and weekends, however time off in lieu will be offered
- The period of notice is 3 months in writing on either side
- Probation period: 6 months

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

- 25 days annual holiday (pro rata for part-time staff)
- You will be eligible to participate in the group personal pension scheme at the Gallery.,
- Discount from the Gallery bookshop
- Discount from the Townsend Restaurant
- 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
- Access to Employee Assistance Programme