

# Whitechapel Gallery

## Duty Manager Recruitment pack

Whitechapel  
Gallery





## Whitechapel Gallery

Whitechapel Gallery was founded in 1901 by the pioneering educators and philanthropists, Samuel and Henrietta Barnett, with the aim of bringing great artists, art and ideas from around the world to the people of East London. Now, over 120 years later, the Gallery is renewing its commitment to our founding mission. We recognise the importance of our pioneering history as a place for contemporary art and ideas that sits in the heart of the East End, and the opportunities that this offers to collaborate and connect with global, diverse communities, locally and around the world.

Over the years, we have grown exponentially in both ambition, outreach and influence, welcoming some of the world's most significant and visionary artists to our East London home; showcasing thought-provoking art and ideas from across the globe (including China, Brazil and the Islamic world); exploring topical, often challenging, themes and issues; and championing local and emerging talent.

We are hugely proud of our history and believe we have a continuing, and important responsibility to expand on our legacy and remit, ensuring our programme reflects the times we live in, speaks to, and with, diverse artists and audiences and enables an even greater range of voices, cultures and visions to rise to the fore. Above all, we recognise the critical role that art can play in firing up imaginations, reflecting lived experiences and opening up new possibilities for thinking, feeling and dreaming.

Gilane Tawadros, Director





## Our Vision and Mission

### Our Vision

The Whitechapel Gallery will occupy a distinctive and radically different position in the social and cultural landscape. We will build on our pioneering history as a place for contemporary art and ideas, translating and animating it for our time.

### Our Mission

The Whitechapel Gallery is a ground-breaking art institution that has existed for over 100 years. We make contemporary art and ideas accessible to local and global audiences in the East End of London, recognising the critical role that art can play in firing up our imaginations, reflecting our lived experiences and opening up new possibilities for thinking, feeling and dreaming.



## Our Values

**Public:** We are a public, cultural, social and civic space that is open and accessible to everyone. We take our responsibility as a public art institution seriously, believing that we have an accountability and duty of care towards all our stakeholders. We want our building to be a haven for anyone interested and curious about contemporary art.

**Permeable:** We are a place of reciprocal exchange and connection; an open, permeable institution that spills beyond its walls and learns with and through our many communities.

**Bold:** We are proud to work with artists and ideas that address the key issues and concerns of our times. We take risks in programming under-represented and under-served artists, focusing on the work of women artists and artists of colour, championing their contribution to contemporary art and society.

**Collaborative:** We believe that collaboration and collective endeavour fosters creativity, expands capability and increases productivity, and we actively seek equitable partnerships that create opportunities for artists, contributors and audiences to shape what we do.

**Caring:** We promote and support a culture of care, respect, trust and accountability, and are dedicated to safeguarding the long-term future and sustainability of Whitechapel Gallery, artistically, environmentally and economically.





# Duty Manager

## The Role

The Duty Manager assists 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.



## Key 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.
- Emergency First Aider – administering first aid to staff and visitors when required.
- Monitor cleanliness across the Gallery, including its exterior, with regular checks throughout shifts.
- Liaise with contractors and engineers on site.
- Responding to the radio requests of the Whitechapel Gallery staff, security guards and restaurant.
- Be the first point of contact regarding the prompt collection and distribution of deliveries for departmental teams.
- Oversee the operation of all equipment utilised in the Exhibitions and report any damage or malfunctions to the Exhibitions team & Visitor Engagement team.
- Record environmental conditions across gallery spaces, implementing temperature and humidity controls where necessary.

### Events

- Liaise directly with the Events and Participation 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.
- Help with packing down events and cleaning up spaces after they finish.
- Be responsible for all Room Bookings happening whilst on shift.

## Visitor Services

- Provide cover for Visitor Engagement staff and Gallery Assistants 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 Front of House training day.
- Uphold all Whitechapel Gallery security protocols including the incident report procedure.

*These are a guide to the contents of the job and the skills and experience required. Job content may change over time and are not part of the contract of employment.*







## Person Specification

The successful candidate will bring the following qualifications, experience, skills and knowledge, and personal attributes.

Essential qualities include:

- 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.

Qualities that are desirable for this role are:

- First Aid trained (3-day course).
- Fire marshal training.
- Key-holding responsibilities.
- Practical abilities, including hands-on skills such as basic carpentry, and competence with tools.
- Experience of delivering events to a high standard.
- Experience with AV and technical equipment.

*Whilst the above person specification offers a useful guide to the experience level expected, we welcome – and encourage – applications from anyone who feels they could bring alternative, equally beneficial skills, experience and perspective to the role.*



## Conditions of Work

Contract: Fixed-term (6 months)

Hours of work: Part time (6 hours), Sunday 1:30pm – 7:30pm

Salary: £4,548.96 per annum (£27,483.30 FTE)

Probationary period: 3 weeks

The period of notice is 4 weeks in writing on either side. During the probationary period this will be reduced to one week notice from both parties.

## Benefits

### Annual Leave

Staff are entitled to 25 days' paid holiday, plus statutory bank holidays. Annual leave entitlement is increased every 3 years by an additional day, capped at 5 days.

### Pension Scheme

All staff are eligible to participate in the group personal pension scheme, with the Gallery contributing 5% of your gross annual salary.

### Employee Assistance Programme

All staff have access to our Employee Assistance Programme, which includes a 24/7 compassionate helpline, expert advice and up to six free counselling sessions.

### Training Opportunities and Travel Grant

We offer a range of training opportunities and learning programmes, including apprenticeships. To support your development and encourage exchange with peers, all permanent staff are eligible for a £200 annual travel grant (pro-rata).



### Discounts

Staff receive discounts from the Gallery bookshop and from the café, both subject to availability. Staff receive discounts on editions (one per edition) and publications (subject to availability). Staff are entitled to a 75% discount on Gallery 2 hire (the hire fee element only) and 50% on all other spaces, both subject to availability.

### Cycle to Work Scheme

For the benefit of both you and the environment, you can loan a bike through a Cycle to Work scheme.

### Exhibitions

For each exhibition at Whitechapel Gallery, staff are invited to a guided tour by a curator. Most major museums and galleries in London, and some beyond, grant free entry to exhibitions on presentation of your staff card.

### Events

Staff can request one complimentary ticket for their own use for each public event at the Gallery, subject to availability.

### Flexible Working Policy

Employees can discuss the Flexible Working Policy with the organisation following appointment.







## How to apply

Please return the application form in PDF format to [recruitment@whitechapelgallery.org](mailto:recruitment@whitechapelgallery.org)

In the email's subject line, type your full name followed by the job title. We would be grateful if you would fill in and return the Diversity Monitoring form with your application. When the application is received, the Diversity Monitoring form is removed and does not form part of your application. The information from these forms helps us monitor our recruitment campaign's effectiveness.

Unfortunately, due to the volume of applicants for advertised positions, we cannot contact unsuccessful candidates or give feedback on application forms. If you are still waiting for a response from us by the advertised interview date, please assume that your application has been unsuccessful.

## Access for people with disabilities

Please contact the Recruitment Team at 020 7539 3320 or via [recruitment@whitechapelgallery.org](mailto:recruitment@whitechapelgallery.org) if you cannot complete this form electronically or would like further access information. We accept video applications and audio applications. We are committed to offering an interview to disabled candidates who meet the minimum criteria for the job. By 'minimum criteria' we mean that the individual must provide us with evidence in their application form, which demonstrates that they meet the qualifications, skills or experience defined as desirable in the Person Specification.

## Equality, Diversity & Inclusion

We want our workforce to represent all sections of the community and expect all our workers to firmly commit to working with the Gallery to create 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.

