

## JOB DESCRIPTION

### **Front of House Manager**

Application deadline:

**6pm, Wednesday 8 Dec 2021**

Interviews to be held:

Week commencing **13 December 2021**

Start Date: Immediate / 4<sup>th</sup> January 2022

**Zabludowicz Collection** is one of the most significant and wide-ranging private collections of contemporary art in the world. Founded in 1994 by Poju and Anita Zabludowicz, the collection comprises of international art since the 1960, with a major focus on artists based in Europe and North America from 1990s to today. Now caring for the work of over 500 artists, the Collection actively encourages the development of artists' practices beyond the act of buying and storing an object: from organising residencies and exhibitions to commissioning and supporting the production of new works of art, and collaborating with other institutions on the loans, gifts and exhibitions. Our main public exhibition space is based in Chalk Farm London where the role is located.

### **Job Description**

**Contract:** Permanent & Full Time / 40hrs per week

**Working days:**

- During periods when the exhibition programme is running:  
Wednesday to Sunday, 10:30 to 6:30pm. Flexibility required with events (time of in lieu available)
- During periods when there is no exhibition programme:  
Monday to Friday 9am to 5pm or 10am to 6pm.

**Salary and benefits:** Starting salary will be £30,000.00 per annum

**Probationary Period:** 6 months

**Holiday entitlement:** 25 days per annum

Private Medical Insurance and Dental Scheme after one year of joining.

Key duties and responsibilities for the post are subject to annual review. Any significant changes to the role will be subject to consultation.

**Front of House Manager** reports to the Senior Curator: Exhibitions

## **Key Duties and Responsibilities:**

### **Staff Management:**

- Recruiting, training and managing FOH team of Gallery Assistants. This includes rotas, allocating tasks and responsibilities, recording hours worked, ensuring correct procedures are followed and identifying any additional training that may be required.
- Recruiting and maintaining a list of casual staff, and arranging extra staffing for events as appropriate
- Liaising with Curatorial and Administration teams to ensure regular and consistent communication between them and FOH team

### **Visitor Services**

- Ensuring the FOH team provide a welcoming environment to all visitors. Greeting visitors, communicating exhibitions and events, and building relationships with regular visitors
- Managing requests for special visits and tour bookings, and updating the Curatorial team and the 176 calendar
- Updating mailing list database and managing mail outs
- Co-ordinating visitor evaluations and feedback
- Updating signage for safety and information in coordination with the Curatorial team.
- Keeping up to date with Covid-19 government guidelines and implementing the necessary health and safety procedures
- Updating and managing gallery website and social media output when needed

### **Exhibition:**

- Overseeing the security of the building and exhibited artworks during public opening hours, reporting any incidents and filing incident reports
- Working with the Installation & Production Manager and Registrar to maintain the artworks during the exhibition, oversee daily condition checks and ensuring the switch on/off is done correctly
- Proactively dealing with exhibition or building maintenance issues

### **Events**

- Planning and management of exhibition opening events
- Working with Curatorial team on event planning, management and coordination of staff and suppliers
- Arranging catering and hospitality for events as necessary
- Coordinating the Families Create programme by arranging planning sessions with Artist Educators and curators, planning workshops, ordering materials, producing activity packs, promoting locally and via social media or newsletters
- Overseeing off-site events, or arranging staffing, where necessary.
- Managing public open weekends at international sites i.e. Sarvisalo, Finland
- Managing ticketing systems and guest lists on Eventbrite
- Conducting risk assessments alongside Curator: Performance & Engagement and actioning additional health and safety procedures when required
- Managing venue hires – liaising with the client to ensure the needs of the event are met, whilst ensuring the building and exhibition needs aren't impacted

**Front of House Facilities: Shop, Café & Library :**

- Ensuring the entire Front of House area (WC, Shop, Café and Library) is presentable for public use and/or meetings where appropriate
- Day to day running of shop, including cashing out. (card only)
- Organising and supervising distribution of catalogues and editions in the UK and overseas, and developing further distribution opportunities for catalogues and editions
- Producing and sending sales reports to artists in relation to editions or sale or return contracts
- Working with Curatorial team to identify, research and order shop stock in relation to upcoming exhibitions
- Ensuring a high standard of display and marketing of the shop products and café. Working closely with the Duty Manager to change and install the shop display for each exhibition
- Ensuring stock storage areas are maintained, stock levels regularly checked and managing stock takes
- Liaising with the gallery accountant for end of year reports, invoicing and banking files.
- Maintain and develop e-commerce activity, including managing the online shop, fulfilling online orders and maintaining accurate inventory, i.e. sales via external websites (at the moment we collaborate with Artspace, ArtLead, and Galleries Now)
- Working closely with marketing colleagues to promote seasonal offers or campaigns via social media platforms and newsletters

**Website and Social media:**

- Updating website – shop, information banner, opening hours, visitor information and regular events (Taster Tours and Families Creates)
- Coordinating social media cover for the weekend and supplying photos and content for marketing colleagues
- Ensuring shop items are correctly listed on corresponding artist and exhibition pages
- Working with the website designer to maintain the shop website

**Building & Security:**

- Opening and securely closing building
- Assisting the Building Manager with building and grounds up-keep
- Booking and briefing security staff for events
- Report and deal with incidents effectively

**Person Specification****Essential Knowledge, Skills and Abilities:**

- Minimum of 3 years' experience in similar role
- A strong interest in contemporary art (new media and technology desirable)
- Flexible attitude regarding work pattern to allow for evening shifts during events
- Proven ability to work on multiple tasks simultaneously
- Excellent personal and team time-management skills including prioritizing, planning and organizing
- Managing staff
- Experience of working on exhibitions
- Knowledge of IT and AV technology
- Some experience of working with websites, online meeting platforms, online content and social media platforms.

- Ability to work and communicate effectively with a wide range of people
- A positive attitude to problem-solving and a willingness to seek help and advice as necessary.
- Ability to work collaboratively as part of a small team.
- Excellent written and verbal communication skills and fluent in English.
- Eligibility to work in the UK

**Desirable Knowledge, Skills and Abilities:**

- Knowledge of VR and AR technology, and troubleshooting abilities with AV set ups.

**Application procedure:**

Please apply with cover video (max 2 min) and current CV including the names of two referees, these will not be contacted without your permission.

Please outline your availability for interviewing and start date in covering letter.

Send applications to: [jobs@zabludowiczcollection.com](mailto:jobs@zabludowiczcollection.com) addressed to **Ginie Morysse**.