

## Duty Manager & Welcome Assistant at Hastings Contemporary

Hastings Contemporary is an independent modern and contemporary art gallery for Hastings. Hastings Contemporary's programme explores all forms of modern and contemporary art and champions the medium of painting, for which it has built a strong reputation.

Hastings Contemporary is seeking a proactive and positive Duty Manager & Welcome Assistant to join its small, friendly front of house team. You will have excellent communication and customer service skills and a desire to deliver a high-quality experience to all our visitors. This job is made up of two roles, with responsibilities depending on the weekly staff demand.

- As Duty Manager, you will support the Visitor Services Manager in the daily running of the gallery, including managing front of house staff and volunteers and ensuring that the venue is a safe and welcoming environment for all visitors.
- As Welcome Assistant, you will assist the scheduled Duty Manager in fulfilling the above day-to-day tasks of running the gallery.

The role description below outlines the duties for each role:

<b>Job title:</b>	Gallery Duty Manager (DM) & Welcome Assistant (WA) (part-time)
<b>Reports to:</b>	Visitor Services Manager, Duty Manager
<b>Liaison with:</b>	All staff and volunteers Visitors
<b>Purpose of job:</b>	<ul style="list-style-type: none"><li>• DM &amp; WA: To offer a positive and engaging experience to all visitors to Hastings Contemporary</li><li>• DM: To have responsibility for the operation of the gallery on designated days</li><li>• DM: To positively and effectively duty manage the front of house (FOH) staff and volunteer team</li><li>• DM &amp; WA: To provide support to the Visitor Services Manager in developing our visitor offering</li></ul>

<p><b>Duties and responsibilities:</b></p>	<p><b>Core duties:</b></p> <ul style="list-style-type: none"> <li>• DM: To oversee the building, staff, volunteers, and visitors</li> <li>• DM: To deal with any issues that may arise and take responsibility for resolving them</li> <li>• DM: To assist with gallery operations in accordance with Hastings Contemporary guidelines and ethos</li> <li>• DM: To act as keyholder and open and lock the building in line with security/insurance procedures</li> </ul> <p><b>People management:</b></p> <ul style="list-style-type: none"> <li>• DM: To duty manage Welcome Assistants and volunteers on shift, ensuring compliance with Hastings Contemporary policy</li> <li>• DM: To compile daily rotas when required</li> <li>• DM: To support the Visitor Services Manager in the ongoing training of Welcome Assistants and volunteers</li> <li>• DM: To ensure all areas of the gallery are invigilated in line with security/insurance/fire evacuation procedures.</li> </ul> <p><b>Visitor services: (DM &amp; WA)</b></p> <ul style="list-style-type: none"> <li>• Use the gallery's ticketing/till system (Gamma) to process visitor admissions, event bookings and retail, ensuring all relevant visitor information is captured, including Gift Aid and track &amp; trace where required</li> <li>• Cash handling and daily reconciliation</li> <li>• Ensure the shop area is well stocked and well presented</li> <li>• Respond knowledgeably to the public about our exhibitions</li> <li>• Ensure that all visitor areas are maintained to a high standard</li> <li>• Respond to access needs as appropriate</li> <li>• Respond to email and telephone enquiries as required</li> <li>• Promote gallery membership, process memberships and resolve membership issues, directing any unresolvable issues to the Visitor Services and Membership Coordinator</li> <li>• Lead gallery tours as required (training provided)</li> </ul> <p><b>Events:</b></p> <ul style="list-style-type: none"> <li>• DM &amp; WA: To work, and sometimes duty manage, gallery events including private views and hires, as and when required</li> </ul> <p><b>Other:</b></p> <ul style="list-style-type: none"> <li>• DM &amp; WA: Other duties commensurate with the general responsibilities and salary of the post</li> </ul>
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<p><b>Essential skills and experience</b></p>	<ul style="list-style-type: none"> <li>• Front of house experience or comparable customer service experience</li> <li>• The ability to fluctuate between being a manager and being managed by other duty managers</li> <li>• Strong people management and leadership skills</li> <li>• Exceptional communication skills, including the ability to manage conflict, and defuse difficult situations</li> <li>• Strong organisational skills and an eye for detail</li> <li>• Good IT skills, preferably including experience of using a ticketing system</li> <li>• A practical approach to solving problems and making decisions</li> </ul>
<p><b>Person specification</b></p>	<ul style="list-style-type: none"> <li>• Flexibility in working hours. <u>Must be available for weekends and evenings.</u></li> <li>• An interest in contemporary art and an enthusiasm for the aims of the Hastings Contemporary</li> <li>• A commitment to ensuring a positive visitor experience at Hastings Contemporary</li> <li>• Confidence in a public facing role</li> <li>• A calm, positive and proactive approach</li> </ul>
<p><b>Terms and conditions</b></p>	<ul style="list-style-type: none"> <li>• £10.00/hr as Duty Manager (time and a half rate applied to Bank Holidays)</li> <li>• £8.72/hr as Welcome Assistant (time and a half rate applied to Bank Holidays)</li> <li>• Permanent part-time contract <u>minimum</u> 10 hours per week.</li> <li>• 31 days holiday a year, pro rata</li> <li>• Benefit of an Employee Assistance Program</li> <li>• Auto enrolment to the pension scheme if qualifying for positions</li> </ul> <p>Hastings Contemporary is an Equal Opportunities Employer</p>
<p><b>Apply</b></p>	<p>Please send your cv and a short covering letter, maximum 200 words, detailing all your relevant experience by <b>10pm Tuesday 8 September</b> to Visitor Services Manager, Rowan Bunney <a href="mailto:rowan@hastingscontemporary.org">rowan@hastingscontemporary.org</a>. We cannot accept your application if your documents are not in PDF or Word document format.</p>

<b>What happens next &amp; key dates</b>	<p>You will receive an email confirming the acceptance of your application, and then if successful, a further email inviting you for interview by end of day on Thursday 10 September. We can only interview on the dates specified below.</p> <p><b><u>KEY DATES</u></b></p> <p><u>Deadline for applications:</u> 10pm, Tuesday 8 September</p> <p><u>Interviews on:</u> Tuesday 15/Wednesday 16 September</p> <p><u>Training w/c:</u> 21 September</p> <p><u>Start Date w/c:</u> 28 September</p> <p>We are unable to give feedback on any applications not invited to interview. Applicants will be kept on file for 3 months in compliance with our Data Protection regulations for recruitment.</p>
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