

Post	Duty Manager
Reporting to	Events & Operations Manager
Dated	October 2024
Salary range	£25,840.46 pa FTE - £12,403.42 (£13.25 ph equivalent)
Status	Shifts (two week rota) – including weekdays, weekends, Bank Holidays and evenings

Purpose of the role

The Duty Manager is responsible for the smooth running of Firstsite's day to day public facing operations including but not limited to exhibitions, screenings and events. The role requires a genuine commitment to customer service excellence, working with and serving visitors and clients from diverse backgrounds.

A strong team player, the Duty Manager will work with all teams across Firstsite to ensure the delivery of Firstsite's full offer. Leading by example, they will support the development of the Front of House and Visitor Assistants.

Our Vision Mission and Values

OUR VISION IS: 'MAKING ART MATTER'

Our mission is to ensure art and creativity are valued for their integral role in shaping a happy and healthy society for everyone. We do this by championing creativity as a catalyst for positive change in society, celebrating everyone's imaginations as places to shape a better future and demonstrating the impact of art and galleries at the centre of everyday life.

We collaborate with people where, together, we can have the most impact and we share the results of our work with diverse audiences to influence change. We do this in three places: in our award-winning gallery, reflecting our radical region and digitally with audiences around the world. In order to do this well we have four values that help us do what we do, to the best of our abilities:

Creative – we are an art gallery! Everything we do, we aim to do creatively and in ways that surprise and delight our audiences, communities and ourselves.

Inclusive – we continuously and actively seek to identify and remove barriers to everything we do and who we do it with to ensure it is available to those who we prioritise and who seek to share what we do.

Agile – we actively seek involvement, feedback and information from our audiences and communities – especially those we prioritise - to inform what we do, how we do it and how we can improve each time we do it.

Responsible – We need to lead by example and take responsibility for doing what we do with integrity, care and urgency. This includes taking responsibility for each other as a team, being responsible for our audiences and communities and taking responsibility for our local environment and the planet.

Knowledge, experience and skills required

- Demonstrable line management experience in a complex retail, visitor or event management environment
- Ability to promote a positive culture ensuring individuals feel valued and committed to the vision of Firstsite
- Support individuals with their skills development
- Build and continuously improve high standards of service for the visitor experience including listening, resolving and learning from experiences.
- Problem solving skills with a positive, practical and flexible approach to operational challenges from multiple activities happening simultaneously
- Calm under pressure and the ability to handle unexpected events
- Organised approach to the management of a flexible-rota system
- Use resources appropriately to manage the operational requirements of activities
- Commercial experience including the interactions between finance, operations and customer service
- Outstanding communication skills (verbal and written)
- Good IT skills
- Experience of, or willingness to learn, the technical set up for audio and visual systems for venue hire, events, exhibitions and cinema
- Excellent teamwork across a diverse range of people – assisting all teams within Firstsite to enable the production of every offer to our visitors
- Experience in achieving targets and working to deadlines
- An understanding of Health and Safety when working in a public space
- An applicable academic qualification, eg Events Management, Customer Services

Tasks and Outputs

- Working with the Chief Operating Officer and the Events and Operations Manager to contribute to the development of a highly effective, imaginative and impactful Visitor Experience Strategy, which is shaped and delivered to encourage greater footfall, and increased levels of income to the organisation
- Responsible for all public areas of the building to be open and closed to the public as per our advertised hours
- Ensuring building and environs are clean, safe and all the required Fire, Health and Safety, and security checks and processes have been carried out
- Liaising with Café/Bar and Retail teams to ensure these areas of the building are ready for the public when the building opens
- Ensuring Front of House and visitor areas are fully manned to ensure the safety and quality of the visitor experience; rotas (for DMs, VA's and Volunteers) populated a minimum of three months in advance, with regular monitoring to ensure very low levels of shift drop-out from anywhere within the team
- Liaising with Events and Programme teams to ensure that all events in every aspect of Firstsite's offer are correctly prepared and staffed over the course of the day
- Briefing the Front of House team on their duties for the day including overseeing the work of a team of volunteers and Visitor Assistants
- Ensuring that a high level of audience survey data is collected from our visitors on a daily basis
- To work in a consistent manner with the other Duty Managers to ensure smooth operational running whilst improving working practices
- Ensuring that all equipment and facilities are in good working order daily, taking the necessary action and/or reporting issues to the correct person to ensure that these situations are rectified quickly and economically
- Responsibility for technical set ups and overview of set up for audio and visual systems for venue hire, events, exhibition programme and cinema (including but not limited to exhibition set up/down, cinema projectionist, portable PA system set up including microphone presentations, etc)
- Leading by example to create a warm and efficient welcome to the building for visitors and continued high levels of customer experience throughout their visit
- Supporting the Volunteer Coordinator to provide a high quality experience for all Volunteers at Firstsite, which in turn ensures a high quality visitor experience
- Contributing to ensuring the team is well trained in all the relevant Health & Safety and customer service areas necessary for the smooth and efficient front of house operations
- Liaising directly with all visitors at all stages of their visit from Front of House and shop duties, answering the phone, general enquiries, to being the first port of call for all visitors to the building
- Willingness to assist with facilities requirements as and when requested

General

- To work in accordance with all Firstsite procedures (eg First Aid, Fire) and attend training/meetings as required
- To demonstrate an understanding of and commitment to the role that diversity and inclusion play in the activities of Firstsite
- To undertake any other duties which arise over the course of the day in operating the building, managing and liaising with staff and welcoming visitors to the gallery.

In return for your hard work and dedication you'll enjoy a wide range of benefits including:

- 25 days annual leave plus bank holidays per annum pro rata
- Contributory pension scheme (conditions apply)
- Tailored training and development opportunities
- Employee assistance confidential helpline
- Staff discount on some purchases from the onsite café and shop