Firstsite

Post	**Duty Manager**
Reporting to	Visitor Experience Manager
Dated	September 2026
Salary range	**£27,573 pa FTE (£14.14 ph equivalent)**
Status	Shifts - including weekends/Bank Holidays/evenings

Purpose of the role

The Duty Manager is responsible for the smooth and effective delivery of Firstsite's visitor experience each day, ensuring the building, exhibitions, screenings, events, retail, foyer café and other visitor-facing services run safely, efficiently and to a consistently high standard.

Working closely with the Visitor Experience Manager and colleagues across Firstsite, the Duty Manager leads and supports the Front of house team, ensuring Visitor Assistants and volunteers are effectively deployed, supported and motivated to provide a welcoming, inclusive and engaging experience for every visitor.

The role combines team leadership with practical operational oversight, responding to changing visitor and operational needs, resolving issues, supporting events and activities, and ensuring Firstsite's full offer is delivered effectively throughout the day.

The Duty Manager leads by example, creating a positive, proactive and collaborative team culture and contributing to the continuous improvement of the visitor experience.

Our Culture

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.

Person specification

Knowledge & Experience

- Experience of line managing and developing a team in a visitor, cultural, retail, hospitality or events environment.
- Experience of coordinating and supervising volunteers.
- Experience of delivering high standards of customer service and visitor experience.
- Experience of rota management, including responding to absence and maintaining appropriate staffing levels.
- Experience of working with ticketing, CRM, EPOS or similar systems; experience of Spektrix desirable.

- Experience of, or willingness to learn, audio-visual and technical set-up for events, exhibitions and cinema.
- Understanding of Health & Safety, safeguarding and emergency procedures in a public-facing environment.
- Understanding of commercial operations, including sales, income generation and cash handling.
- Experience of working collaboratively across teams to deliver events, programmes and visitor activities.

Skills & Attributes

- Excellent communication and people-management skills, with the ability to motivate, support and develop others.
- Strong customer service and visitor engagement skills, with a commitment to inclusive and accessible experiences.
- Highly organised, with the ability to prioritise, manage rotas and respond flexibly to changing operational needs.
- Calm, practical and confident under pressure, with strong problem-solving and decision-making skills.
- Good IT and systems skills and confidence learning new systems.
- Commercially aware, with an understanding of the relationship between visitor experience, operations and income.
- Collaborative and proactive, with a positive approach to continuous improvement.
- Reliable and adaptable, with the ability to work flexibly across a busy public-facing environment.

Key Responsibilities

Team Leadership

- Create a positive and motivated team culture through visible leadership and engagement, ensuring staff deliver excellent customer service, follow procedures and take a proactive approach to visitor experience.
- Line manage Firstsite's Front of house team supporting the induction, training and development of the team, providing feedback and addressing day-to-day issues and identifying training needs to ensure exceptional customer service levels at all time.
- Oversee daily task allocation and completion, ensuring agreed standards of presentation, cleanliness, customer service and visitor experience are maintained throughout the day.
- Work with the Visitor Experience Manager to implement Firstsite's approach to volunteer recruitment, induction, training, engagement and development, and providing day-to-day supervision and support to volunteers during their shift to provide a high-quality experience to volunteers.
- Manage rotas for Front of house team, including volunteers, ensuring all Front of House areas are appropriately staffed. Deploy team flexibly across box office, foyer café, retail, exhibitions, cinema and events, responding to changing visitor and operational needs. Maintain rotas, making adjustments for holidays, sickness and other absences, and create volunteer rotas to provide appropriate cover. Monitor attendance and rota coverage, responding proactively to gaps to maintain reliable staffing levels.
- Lead daily Visitor Experience briefings with the team, involving other relevant teams as appropriate, to ensure clear communication of daily priorities, staffing, events, programming and operational requirements.
- Work consistently with the other Duty Managers to ensure smooth operational running and continuously improve working practices. Share best practice and learning with colleagues and ensure consistency of operational standards across shifts.
- Maintain effective communication, handover and reporting across shifts, ensuring relevant information is recorded and shared with colleagues.

Visitor Engagement & Experience

- Contribute to the development and delivery of Firstsite's Visitor Experience Strategy by sharing operational insight, visitor feedback and ideas for improving footfall, engagement and income.
- Provide hands-on support to the Front of House team including Volunteers, including covering or assisting with box office, shop, foyer café and cinema when busy or to cover staff breaks to ensure any wait times are kept to a minimum.

- Support visitor engagement and activation activity, encouraging participation in exhibitions and programmes and identifying opportunities to increase engagement, donations, memberships, ticket sales and other income.
- Act as the first point of escalation for visitor complaints, incidents and more complex enquiries, handling feedback professionally and sensitively.
- Ensure survey data is collected from visitors on a daily basis, supporting Firstsite's annual survey target and sharing relevant visitor feedback and audience insights with the Visitor Experience Manager and Senior Management as necessary.
- Support visitors with accessibility needs and identify and report accessibility barriers, contributing to an inclusive and welcoming experience for all visitors.

Building & Daily Operations

- Ensure all public areas of the building are open and closed to the public in accordance with advertised hours.
- Ensure the building and environs are clean, well presented and safe at all times. Carry out required Fire, Health & Safety, security and emergency checks and ensure equipment and facilities are in good working order. Take appropriate action or report issues to ensure they are resolved quickly and economically.
- Liaise with Events, Berryfield Café and Programme teams to ensure that every aspect of Firstsite's offer is correctly prepared and staffed over the course of the day.
- Ensure all Front of house team follow Firstsite's Health & Safety, safeguarding, security and emergency procedures, including supporting emergency response and evacuation procedures.

Events, Cinema & Technical Operations

- Complete the practical and technical set-up and set-down of events, venue hires, exhibitions and cinema, including audio and visual systems, exhibition set-up and set-down, cinema film ingestion and projection, portable PA systems and microphone presentations.

Ticketing, Sales & Financial Procedures

- Act as a Spektrix super-user, resolving ticketing errors, managing refunds and exchanges, troubleshooting system issues, and supporting Visitor Experience staff with ticketing and membership queries and problems. Complete regular training to maintain a strong knowledge of Spektrix capabilities and best practice.
- Ensure financial procedures are followed, including cash handling, till reconciliation and end-of-day reporting

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