

JOB OUTLINE

Operations Officer (The Exchange): maternity cover

Salary: £20,000 per annum,
pro rata
37.5 hours per week
6 month fixed-term contract

**Must be available to cover
Christmas and New Year opening
times**

Report to: Operations Manager - Simon Jaques
Reported to by: cover supervisors, catering staff, volunteers

Purpose of Job:

Newlyn Art Gallery and The Exchange, Penzance, exist because of a unique history of contemporary art making in the far west of Cornwall and have celebrated contemporary art and supported the artists that produce it, for more than 100 years. It is a national centre for the exhibition and exploration of contemporary art.

The Operations Officer will oversee all aspects of our front-of-house activities at The Exchange, a contemporary art gallery in the centre of Penzance. Responsibilities include managing, recruitment, retaining and motivating a team of volunteers, management of our shop and café and ensuring the gallery is a welcoming, clean and safe environment for all of our visitors.

You will report to the Operations Manager (Newlyn) who has comparable duties.

Main Duties/Responsibilities:

Daily management responsibilities

- To act as the daily Duty Manager for the premises.
- To ensure that the exhibition galleries and other public areas are appropriately staffed and fit for public use
- To be responsible for all front-of-house coordination and recruitment, training and retention of the team of volunteers, café staff and cover supervisors, and for the coordination of a customer centered approach across the wider organisation
- To be responsible for the management of all key holders, ensuring that all key holder responsibilities are carried out including opening and closing, and ensuring the building is secure at all times, and that any cover supervisors understand the responsibility of their role

Volunteer and cover supervisor Management

- To oversee the front-of-house voluntary assistants and the cover supervisors, ensuring contracts are issued and signed and job descriptions and role responsibilities are understood

- To keep the rotas up to date and report monthly hours to the Finance manager
- Maintain excellent levels of communication between front-of-house team and the wider gallery team.

Trade

- Build and maintain effective working relationships with customers, partners, suppliers and staff.
- Responsible for cash handling, float management and till reconciliation daily
- With the support of the Senior Finance Manager and Operations Manager (Newlyn), be responsible for EPOS system including stock control and till accuracy
- Training and supporting staff and volunteers with till operations

Catering facilities general management

- Ensure the catering offer is always of a high standard and there is an excellent level of customer service
- Manage staff rotas
- Ensure food safety and health and hygiene training is given to all new staff and that the health and safety log books are being filled in and systems are being followed
- Responsible for reporting or ordering any low stock levels of food, beverage, cleaning supplies or admin supplies

Events

- Be responsible for the smooth running of the gallery and café during events and hires, working with the events programmer

Health and safety and security

- Read and understand the emergency plan
- Take all reasonable steps to ensure the safety and security of staff, contractors and the public whilst at The Exchange
- Put in place risk assessments and risk management and ensure all staff are aware of them and of their own responsibilities within them
- Work with the Director and other staff to ensure the security of the building, cash and the artwork

Visitor experience

- With the support of the Marketing Manager, ensure data collection is carried out and collated for review, from visitor surveys to admissions
- Liaise with the Participation and Learning Manager on the coordination of group visits to The Exchange

Facilities management

- To manage all cleaning and service contacts, supported by the Operations Manager (Newlyn)
- Ensure fire safety checks are carried out as required

NB: Newlyn Art Gallery Management is an equal opportunities employer and provider of services. The gallery has a duty to promote race equality and all employees must be aware of that duty and work to the gallery's equality standards.