

SITE GALLERY

Application Pack: Operations Assistant

Dear potential candidates

Thank you for your interest in working with Site Gallery. If you love contemporary art, are passionate about visitor experience and customer service and want to work in a creative and dynamic environment then we'd love to hear from you.

Site Gallery presents the work of artists from across the UK and internationally in an annual programme of exhibitions and events which are designed to be relevant to the people of Sheffield and to encourage debate and discussion. We deliver participatory projects including dedicated programmes for young people. We are a Registered Charity, open 6 days per week and welcome over 40,000 visitors to our gallery each year.

Working at Site Gallery is a rewarding experience. We are a small team of 12, very collaborative and pro-actively encourage everyone to develop their professional skills and experience through their work.

Our Operations Assistant is a valuable member of our operations team which takes responsibility for day to day running of the venue, working with volunteers, our commercial enterprises, caring for our visitors and contributing to the ongoing evaluation and development of our organisation.

We care deeply that the work we create is relevant to our city and to people living in Sheffield. It is critical that our team is representative of the wide range of communities we engage with. Fair access to working in the arts and cultural sector is an urgent issue and we are keen to hear from candidates from lower socio-economic backgrounds and with protected characteristics still significantly under-represented amongst the artists and employees of UK arts organisations. Site Gallery can support an Access to Work application and we are open to discussion about additional support/resources that might be required.

The role is available from the end of August and applications are now open. The closing date is Monday 29th July. Please see below for details of how to apply.

I look forward to hearing from you,

Judith Harry, Chief Executive

Application Pack

About Site Gallery

Site Gallery is Sheffield's leading international contemporary art space, supporting artists specialising in moving image, new media and performance. Pioneering emerging and diverse art practices and ideas, we work with local, regional and international collaborators to nurture artistic talent and support the development of contemporary art. We connect people to artists and to art, inspiring new thinking and debate through our exhibitions, projects, public programmes and participatory activity. We pride ourselves on our openness, collaborative spirit and passion for advancing the role of art in society.

Key Goals 2023-2028

1. Create an ambitious, diverse, research-led programme which connects audiences to exceptional artists, critical debates and conversations.
2. Build long-term relationships with communities in Sheffield to co-produce meaningful programmes that empower participants and affect positive local change.
3. Nurture talent, creating pathways for progression and professional development for artists, participants, volunteers, freelancers and staff.
4. Maintain stable business practices whilst embracing change, working to create an inclusive, accessible, equitable and environmentally responsible organisation.
5. Foster city-wide strategic partnerships across arts, community and policy to advocate for change; making Sheffield a more inclusive, sustainable and creative city to live, work and visit.

Celebrating our 40th anniversary in 2018, Site Gallery re-opened after a programme of expansion and refurbishment. Trebling the size of our public offer, we now have a 290sqm gallery and a dedicated events space along with commercial spaces including a shop, café and business-let units. We are a creative hub and catalyst for the arts and creative industries in Sheffield; and a platform for international contemporary arts in a dynamic, exciting and transforming city.

Company Information

Site Gallery is a registered charity and company limited by guarantee. Its annual turnover is circa £700,000. A National Portfolio Organisation of Arts Council England (receiving £314k pa) and supported by Sheffield City Council, the organisation relies on fundraising and commercial income generation to deliver its creative and business plans.

We have a core staff of twelve, 50% fulltime. We are committed to creating a diverse workforce, offering flexibility within employment contracts, providing alternative entry routes to careers in the arts for volunteers, interns, apprentices and placements, and ensuring all staff have personal development plans to enable them to build their career at Site Gallery and beyond.

The Board of Trustees consists of up to 12 members who oversee the Charity and support the organisation in many ways. Trustees each bring unique skills to the organisation and contribute to the success of Site Gallery.

Artistic Programme

Our programme embraces new forms of artistic production, including public and social engagement; artists connecting directly with audiences and interaction with technology; performance, live art, film events; and projects developed with communities of interest we support.

Deep research and collaboration characterise our approach; as does acceptance, openness and commitment to the idea of culture as a human right. We support artists whose work intersects with the issues and concerns of our era and has relevance to local, national and international audiences, helping us to understand the world we live in. We work closely with young people through the Society of Explorers who have an integral role in shaping and ensuring the relevance of our participation programme and the development of our organisation.

Our annual programme includes the delivery of 3 exhibitions (including one co-produced with young people), a far reaching public programme and long-term, interdisciplinary community engagement projects. We challenge the hierarchy that can exist between gallery exhibitions and participation. We continue to explore Online as a platform for artists' work and engagement. And we are developing future plans for further investing in artist development.

About this role

The Operations Assistant role is critical to the success of Site Gallery. It is vital in ensuring the front of house service is warm, welcoming and friendly to all stakeholders, it is a key internal and external communications role and contributes significantly to the evaluation of activity at Site Gallery. The Operations Assistant works closely with the Operations and Front of House Manager and other Duty Managers to ensure the smooth day-to-day running of the gallery.

Job Description

Employer: Site Gallery Ltd, 1 Brown Street, Sheffield, S1 2BS

Position: Operations Assistant

Salary: £12 per hour

Responsible to: Operations and Front of House Manager

Hours of work: 20 hours per week. Normal hours Thursday - Saturdays 10.30 - 5.10 pm. Occasional evenings or alternative hours required. Additional hours are paid at normal hourly rate.

Key Tasks

1. Create a warm, informed and helpful welcome for all visitors and be the main point of contact for escalated enquiries from the front desk.
2. Ensure that the building is safe and accessible for visitors, following safety checks and procedures.
3. Assist volunteers with opening/closing our gallery, shop and reception.
4. Assist with the recruitment and training of Front of House volunteers; keep the online volunteer handbook up to date and help the Operations and Front of House Manager to continually develop FOH procedures.
5. Ensure that targets are met for visitor surveys and contribute to audience development; share insights from visitor feedback with the wider team.
6. Receive and process new shop stock using iZettle ; ensure good stock control; assist with quarterly stock takes and train volunteers in use of the software.
7. Maintain a high standard of presentation throughout the shop and reception, updating information, signage and merchandising as required.
8. Support the operations team in the delivery of events and hires.
9. After full training, be duty manager during your shifts, taking full responsibility for ensuring that emergency procedures are followed.
10. Escalate issues as appropriate to the Operations Manager and wider staff team
11. Follow opening/closing procedures to ensure security
12. Act in accordance with our data protection, health and safety and equality policies
13. Any other duties commensurate with the role

Skills, knowledge and behaviour

This is a hands-on, customer facing role for a people-focussed person. You will have experience in working with, or as, a volunteer, a working knowledge of safety procedures and ideally experience in supervising teams.

You may not have worked in a visual arts environment before, but you are passionate about the arts, eager to develop your knowledge and you have a good appreciation of the value and the role contemporary art plays in modern cities.

You are a responsible and proactive person who can take on a variety of tasks to support our team, as well as responding to what's needed on the day. The role requires a high level of teamworking, communication and organisational skills.

You interact well with all customers. Taking into account customers diverse needs, you are able to quickly identify issues, acting promptly and taking ownership of solving problems.

How to apply:

We want to make the application process as accessible as possible. You can choose to submit your information in any of the three options below. If you want to apply in a different way, please get in touch via jobs@sitegallery.org and we'll arrange to talk to you about your application.

Option 1:

Please submit a C.V. of no more than 2 sides of A4, with a covering letter of no more than 1 side of A4, outlining your interest in the job and what you will bring to the role.

Option 2:

Please submit a C.V. of no more than 2 sides of A4, and an audio recording or short film outlining your interest in the job and what you will bring to the role.

The recording should be no more than 3 minutes

Option 3:

You can submit your entire application through an audio or film recording. Please talk about your CV for no more than 3 minutes and discuss your interest in the job and what you will bring to the role in no more than 3 minutes.

Applications should be submitted via email to jobs@sitegallery.org. You will receive an email confirming receipt of your application within a few days of submission.

Deadline for applications: Monday 29th July 2024.

Interviews will take place at Site Gallery on Thursday 8 August 2024. The interview panel will include Rebecca Bell, Front of House and Operations Manager, and Rosie Thompson, Marketing Co-ordinator.

We ask all applicants to complete an Equal Opportunities form to help us monitor the reach of our job adverts. [Follow this link to complete the form.](#)

We are an equal opportunities employer and encourage applications from a diversity of backgrounds.