

**FEDERATION OF BRITISH ARTISTS @MALL GALLERIES**

**JOB DESCRIPTION**

Visitor Experience Duty Manager

Job Title:	Visitor Experience Duty Manager
Hours of Work:	Flexible across a 7-day week including evenings and weekends, in line with our public programme
Reports to:	Gallery Operations Manager
Target Audiences:	Visitors, Buyers, Friends of the Mall Galleries; Contractors, artists
Contract type:	Casual
Hourly rate:	£16.91 per hour plus holiday accrual on top; there is a minimum call out of 4 hours per shift
Location:	Federation of British Artists, 17 Carlton House Terrace, London SW1Y 5BD

Background

The Federation of British Artists (FBA) is the national centre for contemporary, figurative art, with administration offices and a large, contemporary gallery space located on The Mall in central London. A major visual arts charity, the FBA comprises of nine of the UK's leading art societies.

The art societies are as follows:

- The Royal Society of British Artists
- The Royal Society of Portrait Painters
- The Royal Institute of Oil Painters
- The Royal Institute of Painters in Water Colours
- The Royal Society of Marine Artists
- The New English Art Club
- The Pastel Society
- The Society of Wildlife Artists
- The Hesketh Hubbard Life Drawing Class

*Vision:*

*Leader in contemporary figurative art, led by artists, for all.*

*Mission:*

*Mall Galleries empowers artists through a busy programme of exhibitions and events, prizes and awards, with a focus on figurative art.*

Managed by the Federation of British Artists, a visual arts charity founded in 1961, Mall Galleries offers learning and engagement opportunities for everyone

Exhibiting and selling figurative art, both in the galleries and online are at the centre of the FBA's activities. This is achieved by providing exhibition services, promoting the exhibitions and artists to as wide a public as possible, facilitating sales and hiring out the spacious galleries to external hirers.

Inevitably the organisation has been affected financially by the COVID 19 pandemic. We need to rebuild our finances and reserves. We will do this by increasing sales of art, developing a new gallery hire package for an international and national customer, attracting more Friends and donations and improving our systems. A new gallery hire package was launched in early 2022.

## **Overview**

This role works closely with the Gallery Operations Manager to ensure an excellent service to the visitor and managing the day-to-day operation in the gallery. As Duty Manager the role is responsible for ensuring the security of the galleries and its site. The postholder will perform front of house duties, including supervising the Visitor Experience Assistants, assisting the Gallery Operations Manager, setting up and overseeing events and promoting our programme of activities (both on and offline) and exhibitions and working alongside fellow Duty Managers.

## **Key responsibilities**

### **Visitor Experience**

- Ensure the highest standards of visitor engagement, providing a friendly welcome and responsive visitor experience
- Assist in the general daily operations of the galleries, including all security and operational matters
- Using our IT systems, sell Admissions tickets and items in our Shop. This will involve upselling and keeping an up-to-date knowledge of our product range
- Ensure appropriate communication of operational information across weekend and weekday gallery staff
- Deal with customer complaints and feedback confidently and calmly, with a solution-based approach to challenges
- Ensure all areas of the galleries are well presented and maintained.
- Share your knowledge and enthusiasm about Mall Galleries / Federation for British Artists and its programme with our visitors

- Actively assist visitors with access requirements and promote an inclusive environment
- Liaise with external contractors, including cleaners and plumbers
- Liaise with external clients and artists
- Create gallery signage as required

### **Supervision**

- Train, brief and manage the gallery team (VE team) providing leadership and motivation
- Brief the visitor experience team – duty managers and assistants on the forthcoming programme in the galleries
- Monitor the team rota, performing regular checks to ensure any staffing or operational issues are resolved efficiently and sympathetically

### **Health and Safety**

- The Duty Manager is responsible for opening and closing of the Mall Galleries and its offices as a keyholder. At weekends or evenings when there is no management present, the duty manager is responsible for the building and its operation
- Undertake regular site checks and report any maintenance issues to the Maintenance Technician and/or Gallery Operations Manager
- Ensure that Mall Galleries is safe and secure for all our visitors and staff, leading on evacuation as required
- Operate and monitor CCTV when required
- Provide First Aid and Fire Marshal support in the event of an emergency, lead on evacuation in the galleries
- Ensure all security and Health and Safety incidents are dealt with promptly, and that incident reporting procedures are followed

### **Sales and Mall Galleries Friends**

- Be part of the team to generate the annual art sales targets
- Support the Membership & Sales Coordinator with sales procedures and enquiries
- Positively recruit Mall Galleries Friends

### **Process Art work Sales:**

- Provide exceptional standards of customer service and maximise sales opportunities in order to achieve the gallery's target and KPIs
- Process artworks sales in person and update the website accordingly
- Process payments, including Own Art
- Support the sales team with online, phone and in person enquiries at the weekends
- Maintain our database as required for sales

### **Exhibitions & Events**

- Work with the exhibitions team to fulfil the exhibition delivery for all FBA society and gallery hire activity taking place within the galleries  
Responsibilities can be varied; from enquiry handling to overseeing logistics

- Attend gallery wide briefings and regular handovers for exhibition related updates and overview. Working with wider teams to ensure good communication
- Provide a positive welcome to FBA artists, hirers, suppliers and visitors - often acting as a primary contact during events for clients and suppliers
- Brief and support the gallery assistants in their duties for an event i.e. monitoring the space
- Set up or oversee resources as and when required for events and meetings including AV equipment and furniture
- Proactive to provide feedback and updates to wider teams regarding exhibition and operational related matters in the gallery during shifts

#### **Ticket and Retail sales:**

- Provide assistance with the operations of the Epos system (Merac) and the retail offer and prepare a financial reconciliation at the end of each shift

#### **Administration**

- Assist with gallery wide administration tasks as and when appropriate and possible
- Be responsible for the weekly and monthly statistic reports
- Attending training and meetings as appropriate
- Any other duties and tasks as instructed by Gallery Operations Manager

#### **Experience**

- Retail, cultural or hospitality experience in a sales or ticketing role
- Experience of supervising a team within a cultural, retail or hospitality setting
- Worked on a range of events
- Led training of staff
- Experience of building operations, including H&S
- Aptitude with Epos systems and databases

#### **Skills**

- Ability to motivate a team
- Can diffuse difficult situations with a calm and diplomatic approach
- Takes an innovative approach to problem solving whilst ensuring strategic aims
- Able to manage all customers including demanding
- Clear communicator
- Ability to manage multiple priorities, work collaboratively and make quick, informed operational decisions
- A commitment and a passion for ensuring an outstanding visitor experience
- Flexible approach
- Able to work irregular days and hours
- Proficient in Microsoft Office

To apply please send a short covering letter or supporting statement explaining how you match the person specification for this role and your CV, by email to [recruitment@mallgalleries.com](mailto:recruitment@mallgalleries.com).

Deadline for applications: Sunday 12 May

Interview: week of 13 May

Thank you for your interest in this role. If you do not hear from us, we regret you have not been shortlisted and we wish you luck in your search for a suitable position.

[www.mallgalleries.org.uk](http://www.mallgalleries.org.uk)

April 2024