



<b>Job title</b>	Arts & Heritage Duty Manager	<b>Job family and level</b>	Administrative, Professional and Managerial Level 2
<b>School/ Department</b>	Lakeside Arts	<b>Location</b>	University Park Campus

## Purpose of role

- Ensuring the safe and efficient running of events and exhibitions across Lakeside’s programme, and including hires, University and student events
- Assisting in the recruitment, management, development and leadership of the Front of House team
- Providing efficient financial and administrative support for Front of House operations across Lakeside
- Leading and delivering the highest standards of customer service and care for visiting artists (professional and non-professional) and members of the public alike
- Ensuring the safety of exhibits and the security of the Gallery and Museum buildings, and to undertake handling of high-value works of art and installation of exhibitions

	<b>Main responsibilities</b> (Primary accountabilities and responsibilities expected to fulfil the role)	<b>% time per year</b>
1	<p><b>Exhibitions, events and facilities management</b></p> <ul style="list-style-type: none"> <li>▪ Lead and deliver effective and professional customer care across Nottingham Lakeside Arts’ facilities and programme for visitors, students, staff, clients and visiting Artists/companies</li> <li>▪ Manage and supervise Front of House team members at each exhibition, performance, or other event, including hires, as required across any Lakeside Arts event (in Lakeside, University of Nottingham, or external venues)</li> <li>▪ Undertake front facing customer service at Gallery desk and Box office as necessary, processing payments and updating customer records via Tessitura or EPOS as required</li> <li>▪ Collaborate with a broad range of NLA staff across Technical, Box Office and Café teams, Galleries, Museum, Theatre/Festival and Learning teams to ensure high quality event and facilities management at all times</li> </ul>	30%

	<ul style="list-style-type: none"> <li>▪ Monitor and take action to ensure high standards of cleanliness are maintained across NLA public and back of house facilities</li> <li>▪ Ensure safe operation and management of Lakeside Arts' facilities and programme, conducting daily health and safety checks, working at height and on occasion moving of heavy objects</li> <li>▪ Ensure security of all Lakeside premises/venues (theatre, recital hall, park, Great Hall, galleries, museum) following prescribed procedures to meet insurance and safety requirements</li> <li>▪ Provide first-aid and manage evacuations; ensure staff, freelancers and contractors adhere to health &amp; safety guidelines at all times</li> <li>▪ Record and report accidents, incidents, facilities defects and health and safety issues – taking emergency action where appropriate and ensuring resolution</li> <li>▪ Attend season briefings and continually expand knowledge of exhibitions, performances, events and other programming to ensure ability to respond to visitor/clients enquiries</li> <li>▪ Be able to undertake cash, EPOS till and card payment transactions</li> <li>▪ Lead tours of all facilities and exhibitions as required</li> </ul>	
2	<p><b>Staff Management</b></p> <ul style="list-style-type: none"> <li>▪ Work closely with FoH Manager to ensure cost effective and appropriate levels of staff for Lakeside programme and venue hirers</li> <li>▪ Assist with recruitment, and deliver training and development of all Front of House team including volunteers</li> <li>▪ Deputise for the Front of House Manager during absence</li> <li>▪ Daily supervision and management of the FoH team including volunteers across all Lakeside facilities, providing cover for breaks or emergencies as required</li> <li>▪ Support FoH teams who use Tessitura and EPOS, providing guidance and resolving daily issues</li> <li>▪ Instill sense of teamwork, and ambassadorial role on behalf of NLA, across all FoH team members including Volunteers</li> <li>▪ Resolve and report all FoH issues across Lakeside</li> <li>▪ Monitor performance of FoH team, providing constructive feedback, escalating performance issues when necessary and highlighting exemplary practice</li> </ul>	30%

	<ul style="list-style-type: none"> <li>▪ Take immediate action to resolve non-appearance of scheduled team members; ensuring appropriate levels of staffing to meet procedural standards across Lakeside</li> </ul>	
3	<p><b>Professional support for artists, installations and hires</b></p> <ul style="list-style-type: none"> <li>▪ Ensure effective preparation through advance contact with artists, students, contractors, hirers, agents, external suppliers and staff</li> <li>▪ Deliver exemplary practice to ensure every artist or visitor has a positive Lakeside experience in all areas of operation</li> <li>▪ Assist with installation/de-installation of all exhibitions/events across Lakeside Arts and University including handling, packing/unpacking and condition checking of valuable and fragile artefacts</li> <li>▪ Maintain, set-up and where necessary operate resources including audio visual equipment, Museum cases, Panelock and other display units, IT equipment, retail and hire displays</li> <li>▪ Ensure appropriate stock levels of specialist equipment and tools, materials and consumables</li> <li>▪ Welcome all artists, hirers, visitors: organising and providing hospitality; arranging transport and accommodation; resolving any issues as required</li> <li>▪ Provide accurate information to the Head of Visual Arts for the updating of the University Art Collection database as artwork is audited, condition-checked or moved</li> </ul>	15%
4	<p><b>Administration</b></p> <ul style="list-style-type: none"> <li>▪ Contribute to monthly completion of Payroll information and timely submission to Payroll, first ensuring accurate completion of timesheets by FoH team members</li> <li>▪ Maintain and order appropriate levels of hospitality stock for visiting artists and companies, assessing needs in relation to programme requirements</li> <li>▪ Prepare contracts, statistics and/or invoicing in relation to hires as required by the FoH Manager</li> <li>▪ Organise relevant artist support including booking accommodation, arranging and confirming book sales for readings; ensuring other merchandise sales etc</li> <li>▪ Complete Show/Event report information for every activity, including hires</li> <li>▪ Undertake regular financial administration including: arranging/handing over per diems to artists; preparation of cash floats; daily</li> </ul>	20%

	<p>reconciliation, banking and accounting for cash sales and application of VAT codes in line with UoN procedures</p> <ul style="list-style-type: none"> <li>▪ Prepare month-end reporting including: reconciliation of craft sales, calculating payment to makers; monthly shop sale reports, stock take and stock reports</li> <li>▪ Support retail operation by selling art works, crafts, catalogues and shop merchandise; pricing stock and replenishing displays; package and return stock to makers</li> </ul>	
5	<p><b>Other</b></p> <ul style="list-style-type: none"> <li>▪ Comply with the University and Lakeside's policies including Child Protection, Diversity, Equal Opportunities, Data Protection and Health &amp; Safety</li> <li>▪ Undertake any other duties as required appropriate to the grade and role</li> <li>▪ Undertake all necessary training to fulfil the role effectively</li> </ul>	5%

## Person specification

	<b>Essential</b>	<b>Desirable</b>
<b>Skills</b>	<ul style="list-style-type: none"> <li>▪ A strong and demonstrable interest in, and knowledge of, the arts and/or heritage</li> <li>▪ Commitment to the highest standards of customer care</li> <li>▪ Careful and methodical approach, with excellent attention to detail</li> <li>▪ Ability to multi-task, prioritise workloads and work to deadlines</li> <li>▪ Strong time-management skills</li> <li>▪ Problem-solving skills</li> <li>▪ Ability to act on initiative</li> <li>▪ Flexible approach to working hours</li> <li>▪ Confident and skilled in use of hand tools</li> <li>▪ Computer literate in MS Office</li> <li>▪ Excellent numeracy skills</li> <li>▪ Team leader and team player</li> <li>▪ Willing to be trained in use of EPOS till/stock system and the box office system Tessitura</li> <li>▪ Excellent interpersonal and communication skills</li> <li>▪ Welcoming, friendly and professional approach</li> <li>▪ Enthusiastic advocate on behalf of Nottingham Lakeside Arts</li> </ul>	
<b>Knowledge and experience</b>	<ul style="list-style-type: none"> <li>▪ Demonstrable experience of best practice in customer care</li> <li>▪ Experience of supervising a team</li> <li>▪ Experience of using EPOS till/stock system</li> </ul>	

	<ul style="list-style-type: none"> <li>▪ Experience of using Tessitura or willingness to be trained</li> <li>▪ Experience of motivating others to deliver excellent service</li> <li>▪ Experience of cash handling and payment card transactions.</li> <li>▪ Experience of handling and installing works of art.</li> <li>▪ Experience of drawing up and managing change in staff rotas</li> </ul>	
<p><b>Qualifications, certification and training (relevant to role)</b></p>	<ul style="list-style-type: none"> <li>▪ Good standard of education including five GCSEs or equivalent (two must be in Maths and English, minimum grade C) and significant previous work experience in a similar role</li> <li>▪ First Aider, or willingness to be trained</li> </ul>	



The University of Nottingham is focused on embedding equality, diversity and inclusion in all that we do. As part of this, we welcome a diverse population to join our work force and therefore encourage applicants from all communities, particularly those with protected characteristics under the Equality Act 2010.

## Expectations and behaviours

The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the University's strategy, vision and values. The following are essential to the role:

- Valuing people** Is open and welcoming of others, approachable and respectful. Considers the wider point of view and delivers appropriate support and guidance to colleagues.
- Taking ownership** Shows initiative and takes responsibility for own actions. Offers clarity and tactful support to colleagues to aid decisions and actions.
- Forward thinking** Demonstrates the ability to learn, and enjoys the opportunity to develop. Likes to share and implement new ideas and improvements in their area of work. Seeks feedback from others.
- Professional pride** Is self-appraising, seeking feedback from others and acts as a great role-model at all times. Keen to deliver the job well and be an effective member of the team.
- Always inclusive** Is sensitive to the needs of others and understands every person is important, right across the organisation, irrespective of level, culture, disability or any other characteristic.

## Key relationships with others



