

# STUDIO VOLTAIRE

Dear Applicant

Thank you for your interest in the role of Operations Coordinator (Visitor Experience).

This pack contains a job description, person specification and an introduction to Studio Voltaire.

To apply for this role:

1. Please download and complete the application form by clicking [here](#) and email it to [jobs@studiovoltaire.org](mailto:jobs@studiovoltaire.org).
2. Please complete the Equality and Diversity Monitoring Form by clicking [here](#). The form is completely anonymous.

We are keen to ensure that Studio Voltaire welcomes a diverse range of people and is representative of the communities we work within. The organisation benefits from a wide range of backgrounds, perspectives and styles of thinking and working.

We strongly welcome applications from people who are currently underrepresented in contemporary art, including people with African, Asian, Middle Eastern, Latin American and Caribbean–heritage, people who have faced socio–economic barriers, those who identify as Lesbian, Gay, Bisexual, Transgender, Queer or Intersex, and those with disabilities or long-term health conditions.

We are happy to receive applications in alternative formats, including audio and video. If you would like to apply for this role in another format, or if you have any access requirements and would like to discuss how we can best support you through your application process, please contact us on [info@studiovoltaire.org](mailto:info@studiovoltaire.org) or 0207 622 1294.

Best wishes

Hayley Dixon  
Head of Operations and Finance, Studio Voltaire

## Operations Coordinator (Visitor Experience) Job Description

### Summary

The Operations Coordinators hold a vital and important role within the organisation, enabling the organisation to fulfil its key role of providing support to artists and enabling access to the arts for a wide variety of audiences and participants. Working closely with the General Manager, the Operations Coordinator (Visitor Experience) and Operations Coordinator (Building Facilities) supervise Gallery Assistants. They also support on the day-to-day operational, financial, administrative and building/facilities management ensuring the smooth running of the organisation and that our buildings are welcoming, accessible, and well maintained. Operations Coordinators (Visitor Experience) has a focus on supervising and leading the Gallery Assistants and temporary events staff to ensure high level of visitor experience.

Employer:	Studio Voltaire Ltd
Job Title:	Operations Coordinator (Visitor Experience)
Responsible to:	General Manager
Responsible for:	Gallery Assistants, Casual events staff
Contract:	1 year (fixed term) with possible extension
Probation period:	3 months
Notice period:	1 months (probation notice period is 2 weeks)
Salary:	£24,000 to £26,000 per annum, pro rata (depending on experience)
Conditions of work:	32 hours per week  Wednesday 9.30am - 5pm Thursday 9.30am - 5pm Friday 9.45am - 6.15pm alternate Saturday/Sunday 9.45am - 6.15pm  Start and end times may vary. Evening and weekend work required. TOIL and occasional overtime available in line with Studio Voltaire's policy.
Benefits:	28 days (pro rata) of annual leave, plus UK public holidays Employer pension contribution of 3% Training opportunities Discounts at House of Voltaire and Café
Place of employment:	Studio Voltaire, 1a Nelsons Row, London SW4 7JR

## Principal Duties and Responsibilities

### Visitor Services

- Supervise Gallery Assistants to ensure Studio Voltaire is a welcoming and inclusive organisation; providing security and protection for all exhibitions and displays; reporting any changes or concerns to relevant staff
- Keep Gallery Assistants and temporary event staff informed in order for them to provide information to our audiences and participants
- Ensure public spaces, studios and building exterior are safe and well presented at all times with daily upkeep and cleaning with support of Gallery Assistants and external contractors
- Provide occasional First Aid and Fire Marshal support in the event of an emergency (training will be provided)
- Ensure daily visitor numbers are recorded and the collection of audience surveys, reaching weekly targets
- Creates and maintains front of house resources, handbook, and drive
- Staffs the public area on a regular basis

### Operations and Administration

- Act as Duty Manager, supervising and delegating tasks to Gallery Assistants, temporary event staff and contractors including deputising for the General Manager as required
- Oversee Gallery Assistants, temporary events staff, external contractors, and suppliers for internal and external events including set up and take down
- Supporting General Manager to provide operational, administrative, and staffing support to support capacity within the wider organisation.
- Liaising with the wider team to encourage opportunities for Gallery Assistants to enrich their role and gain experience in a wide range of activities and professional development
- Support on recruitment, onboarding, training, performance reviews, managing annual leave exit interviews and rotaing for Gallery Assistants
- Support Head of Finance and Operations and General Manager in maintaining all policies (Health & Safety, HR, Safeguarding, Data Protection, Environmental, Studio, etc.) and ensure policies are adhered to
- Ensure all security and Health and Safety incidents are dealt with promptly, and that incident reporting procedures are followed
- Oversee management of post and deliveries to the building
- Act as registered key holder

### Building and Facilities

- Provide support for the Operations Coordinator (Building Facilities) and General Manager in building maintenance, repairs and improvements including overseeing external contractors onsite as required
- Conducts building + health & safety inductions for artists and live/work residents
- Be a key point of contact for studio artists, cultural tenants and cafe operator regarding maintenance and other operations enquiries, maintaining a supportive and welcoming environment to all
- Supports Operations Coordinator (Building Facilities) to conduct weekly fire, intruder alarm and other system testing as required
- Acts as duty manager responsible for health & safety in lieu of General Manager, Head of Finance & Operations

## Events

- Working with the programme, commercial and development teams to fulfil the delivery for all workshops, events and hire activities taking place within Studio Voltaire
- Set up or oversee resources as and when required for events and meetings including AV equipment, furniture and appropriate cleaning required
- Attend briefings and regular handovers for event related updates and overview
- Provide a positive welcome to hirers, suppliers, and visitors, often acting as a primary contact during events for clients and suppliers
- Brief and support Gallery Assistants in their duties for an event

## Additional responsibilities

- Cover duties of Operations Coordinator (Building and Facilities) during periods of leave
- Help maintain a supportive and welcoming environment to all our artists and tenants, nurturing the relationship between them and the wider organisation
- Be an advocate and effective representative of Studio Voltaire at previews, evening, and weekend events as well as external professional events; work evenings and weekends, for which TOIL (time of in lieu) will be given
- Demonstrate a commitment to Studio Voltaire's Equality, Diversity, and Inclusion Policies
- Adhere to Studio Voltaire's code of conduct and all policies and procedures
- Carry out other duties deemed appropriate by the Head of Finance and Operations and General Manager
- Participates in regular staff meetings and training

## Person Specification

We are keen to ensure that Studio Voltaire welcomes a diverse range of people and is representative of the communities we work within. The organisation benefits from a wide range of backgrounds, perspectives and styles of thinking and working. We strongly welcome applications from people who are currently underrepresented in contemporary art, including people with African, Asian, Middle Eastern, Latin American and Caribbean–heritage, people who have faced socio–economic barriers, those who identify as Lesbian, Gay, Bisexual, Transgender, Queer or Intersex, and those with disabilities or long-term health conditions.

### Essential Skills and Attributes

- At least one years' experience in a similar role or demonstrable transferable experience
- Strong organisational skills and the ability to supervise and motivate a team
- Excellent communication skills with the ability to communicate with a wide and diverse range of people
- A reactive and self–motivated approach to working and experience of multi–tasking, as well
- as an ability to problem solve, prioritise and plan strategically
- Ability to handle difficult situations calmly and sensitively
- An energetic, highly organised, and enthusiastic team player
- Experience of working as part of a small team and the ability to forge mutually respectful and effective working relationships with a diverse group of personalities, including studio artists, café operator, patrons, staff
- An energetic, highly motivated, and enthusiastic team player
- Working as a part of a small team, you will need to have a flexible “all hands-on deck” approach, while maintaining staff structure boundaries and responsibilities
- A commitment to pastoral care and employee wellbeing

### Desirable Skills

- Experience working in a museum, gallery, cultural or voluntary sector organisation
- An understanding of and affinity with the mission, vision, and work of Studio Voltaire
- Soft utilities and building management experience

## About Studio Voltaire

Studio Voltaire is one of the UK's leading not-for-profit arts organisations. Placing great emphasis on risk-taking and experimentation, our pioneering programmes of exhibitions, collaborative projects, artist development, live events and offsite commissions have gained an international reputation.

Studio Voltaire was founded in 1994 by a collective of artists and creatives who set up a studio space in a disused tram shed on Voltaire Road, Clapham. An artist-centred approach remains at the core of our work. We are creating an essential artists' community and resource in South London; our current site on Nelsons Row affords a significant level of support, providing much-needed affordable and accessible studios for a diverse range of individual and collective practices. Our growing studio and residency programmes forefront artists-led development, research, experimentation, and production, and provide opportunities for our audiences to engage with this process.

We have an outstanding track record of supporting artists at a pivotal stage in their careers. Investing wholly in the production of new work, we offer significant opportunities for emerging and under-represented practices, providing time, care, and resources for artists to create ambitious work on their own terms. Many of our commissions are an artist's first solo exhibition in London or bring work by well-established international artists to UK audiences for the first-time. Artists developing new commissions for the gallery are often encouraged to respond to its architectural context or are created onsite during production residencies. Occasional retrospective and archival shows provide an important platform for practices that sit outside of contemporary discourses or have lacked representation in larger institutions.

Studio Voltaire commissions a wide range of ongoing and collaborative projects. We work with artists, organisations, schools, colleges and communities to create contexts for people to share and collaborate, while also supporting critical engagement and lifelong learning. We often work beyond the walls of the gallery, initiating projects in the public realm and supporting artists to work in unconventional spaces and in new social and cultural contexts. Through these core exhibition, participation and studio programmes, Studio Voltaire supports a diverse range of artistic practices and creates opportunities for wider access and engagement with contemporary art. We work for parity between our programmes, which impact on and inform each other. Commissioned artists and solo presentations have included:

Aaron Angell, Nairy Baghramian, Phyllida Barlow, Judith Bernstein, Monster Chetwynd, Anne Collier, Thea Djordjadze, Nicole Eisenman, Sunil Gupta, Sharon Hayes, Sanya Kantarovsky, Nnena Kalu, Ella Kruglyanskaya, Bod Mellor, Cookie Mueller & Vittorio Scarpatti, Henrik Olesen, The Neo Naturists, Elizabeth Price, Charlotte Prodger, Rehana Zaman, Richard Slee, Jo Spence, and Cathy Wilkes.

Studio Voltaire is a registered charity and part of Arts Council England's National Portfolio. Our programmes are fundraised for in their entirety through the kind patronage of individuals, sponsorship, public funding, sales of our renowned limited edition works through House of Voltaire and funding from charitable trusts and foundations.

[studiovoltaire.org](http://studiovoltaire.org)