



[www.drawingroom.org.uk](http://www.drawingroom.org.uk) | [www.tanneryarts.org.uk](http://www.tanneryarts.org.uk)

## Front of House & Events Coordinator

<b>Employer:</b>	Drawing Room   Tannery Arts CIO
<b>Job title:</b>	Front of House & Events Coordinator
<b>Hours:</b>	Average 35 hours per week (or part time equivalent), exclusive of lunch breaks Weekly working pattern for this role is variable, with some office time each week plus shared responsibility for duty management during gallery opening hours and events. Regular weekend and some evening work is required for this role. Time off in Lieu will be offered for hours worked in addition to the above
<b>Salary:</b>	£27,000 pro rata (£21,600 for 4 days / £16,200 for 3 days)
<b>Reports to:</b>	Director of Operations
<b>Terms of contract:</b>	We anticipate this role could work as full time, 3 or 4 days per week, please indicate on your application your preferred working pattern and the level of flexibility you have around that.  We are happy to consider applications for other types of flexible working such as job share. Please indicate on your application or contact <a href="mailto:nastasia@tanneryarts.org.uk">nastasia@tanneryarts.org.uk</a> if you would like to discuss alternative working arrangements.
<b>Start date:</b>	As soon as possible

### Additional staff benefits

Enhanced annual leave, sick pay and parental policies (after qualifying period)  
Employee Assistance Programme  
Staff discount at Drawing Room shop  
Invitation to all Drawing Room events  
Option for hybrid working, depending on the requirements of the role  
Option for paid overtime (if working on commercial events)

### RECRUITMENT DETAILS

**Application Deadline: 9am Wednesday 21 May**

**Interviews: Friday 6 June**

*in person, however, alternative arrangements can be made*

We can consider some flexibility for interview and start dates so please indicate on your application if you aren't able to commit to these dates.

## **Tannery Arts CIO | Drawing Room**

Tannery Arts CIO is a charity comprising a public gallery, Drawing Room and studio provider, Tannery Arts studios.

Drawing Room presents a curated exhibition, unique public library and participation programme with an international perspective and is the UK & European centre for the exploration, appreciation and expression of the language of drawing.

Tannery Arts studios provides quality affordable studio spaces for artists across south London, as well as offering them valuable support and resources at often critical points in their development.

Situated in Bermondsey, one of the most creative areas of London, we moved into our permanent home in autumn 2023, which boasts a double height gallery, a unique library & research centre, community studio and artist studios. Our new home has given us a unique new opportunity to develop long term relationships with our local community and cultivate partnerships with local organisations. We are now at a stage where we are actively exploring new avenues for income generating activities, from sponsorship to hires, making the most of our beautiful new building to support our charitable aims, and we are looking for new team members to help us achieve this.

You'll be joining our organisation at an exciting new stage, having recently been granted charitable status.

## **About the Role**

We are recruiting for a new Front of House & Events Coordinator to join our small and dedicated team. This new role will work primarily from Drawing Room's front desk acting as the main point of contact and public face of the gallery to ensure the smooth day-to-day running of Drawing Room's public spaces. The principal responsibilities of this role will be visitor services and audience engagement, including collating and analysing audience data for Arts Council England and other reporting, event coordination and admin for our internal events and external hires.

This role would suit an individual with some events organisation or hires experience, looking to gain skills and experience working in a museum or gallery environment. No prior arts experience is required, just a keen interest in drawing, galleries and exhibitions.

## **RESPONSIBILITIES**

### **Visitor Services / Front of House**

- Oversee rotas for staffing and delivery of all gallery openings, public events and hires
- Recruit, train and manage casual Gallery Assistants
- Ensure that all spaces open to the public remain clean and tidy
- Adapt and improve Front of House procedures as needed
- Responding to general email enquiries, and develop appropriate systems for ensuring enquiries are dealt with on time and shared with team members as needed
- Manage relationship with external contractors for cleaning, CCTV and security systems

### **Audience engagement**

- Manage the collection of audience data and train FOH team on data collection methods
- Interpret audience data, alongside DR team, so that learning is applied to future planning
- Keep abreast of local/national developments in audience engagement including training, knowledge sharing with peers, etc
- Contribute to ACE and other funding reports, and take ownership of some areas such as annual team surveys and Illuminate
- Actively contribute and oversee projects that directly contribute to audience development

### **Event Coordination**

- Coordinate logistics and pre-event planning for internal events and hires, working closely with the Director of Operations and wider team as needed
- Ensure H&S for all events including risk assessments and relevant documentation where relevant
- Plan event layouts and calculate event capacities, including accessibility planning
- Ensure all information and documentation is collated ahead of the event and shared with the team
- Lead scheduling meetings to ensure all events across the organisation are adequately supported, and identify clashes
- Ensure all events, internal and external, are appropriately staffed, including adequate levels of first aiders and fire marshals.
- Be present and support events in-person as needed
- Be familiar with our AV set up and support staff and hirers with basic AV set up
- Organise catering for events as needed
- Book external contractors for events as needed, such as photographers, catering, AV support etc

- Communicate with the Communications Manager for event copy, leaflets, website and social media posts etc and assist with production and dissemination of this promotional material
- Manage communications with event organisers (internal and external) and attendees

### **Space Hires and Use of Community Studio**

- Be the first point of contact and oversee bookings for community hires
- Update hires information and documentation as needed
- Event management and point of contact on the day of the event
- Research and contribute to new ideas for promoting hires of our spaces
- Work closely with the Commercial Partnerships Manager and support commercial hires and events as needed
- Support the Communications Manager to develop a marketing plan for our space hires
- Support the wider team with non-commercial / community use of the community studio

### **Shop**

- Order and manage stock of publications, artworks and other items
- Overseeing shop inventory, including inventory of artworks
- Manage online purchases, orders and distribution
- Processing returns and exchange requests received by email
- Maintain the online shop
- Research and contribute ideas for developing our shop offer
- Support the Biennial team with sales transactions and distribution of artwork

### **Financial**

- Support the Director of Operations to oversee budgets for shop and FOH
- Code and authorise invoices and payments relating to relevant budgets
- Ensure cash donations are regularly recorded

### **Duty Management** (shared responsibility between this role and the Communications & Admin Coordinator)

- Act as Duty Manager and lead on all FOH operations during gallery opening hours, internal events and hires (on a rota basis)
- Act as the principle keyholder on a regular basis
- Lead on Health & Safety and Evacuation procedures during opening hours, and reporting any incidents to the Operations Director
- Completing weekly shift reports, as well as specific incident and larger scale event reports as needed
- Greeting visitors to our building and answer enquiries in-person and over the phone.
- Ensure that visitors feel welcome, with a focus on ensuring exhibitions and events are accessible and encourage return visits

- Encouraging visitors to complete feedback surveys
- Invigilating gallery spaces alongside Gallery Assistants to ensure the safety and security of the artworks on display
- Encouraging visitors to sign up for our supporter & membership programmes and events
- Processing shop sales, returns and exchanges during opening hours
- Replenishing stock and keeping the shop well presented

## **General**

- Support our small team in other areas, as reasonably practicable within the remit of the role
- Support the Drawing Biennial, taking place every 2 years, including overseeing distribution of artworks after the event. (The next Biennial takes place in 2026)
- Oversee sustainability initiatives and reporting relating to our NPO funding (Julie's Bicycle)
- Ensure that equality and inclusion are embedded in all of our operations

## **PERSON SPECIFICATION**

### **Experience & skills**

- Experience working in a venue front of house
- Strong verbal and written communications skills with the ability to engage with a wide range of people in person, over email and over the phone
- Excellent administrative, organisational and time management skills
- Demonstrable IT skills and proficiency in Microsoft Office programmes
- Ability to manage information systematically and accurately
- A positive and collaborative approach to working within a small team
- Ability to work independently, taking initiative on day-to-day duties
- The ability to problem-solve, assess situations and arrive at positive solutions
- An interest in contemporary art
- A commitment to promoting equality, diversity and inclusion

### **DESIRABLE**

- Experience of overseeing space hires or event management and logistics
- Experience of working in retail environment or managing stock
- Some understanding or experience in budget management
- An interest in sustainability initiatives and willingness to support develop this area of our work

### **TO APPLY:**

[Please complete the application form here](#) which will ask you to upload:

- A cover letter of no more than one A4 side, OR a voice/video application of no more than 5 minutes detailing:

- What interests you about this role and our organisation
- The experience, skills and qualities you possess that are relevant to this role
- A CV of no more than 2 sides of A4
- Contact details of 2 referees
- A completed Equality and Diversity Monitoring Form

We are an equal opportunities employer and encourage applications that represent the diversity of our society. We are particularly interested to hear from those currently underrepresented in our workforce, including those from Global Majority backgrounds, LGBTQ+, those who identify as D/deaf or having a disability, those from lower socio-economic backgrounds as well as those who haven't followed a 'traditional' career or training pathway. Diversity is vital to a dynamic, effective team and we wish to strengthen our work by bringing in people with new and/or different skills, experiences, perspectives and ideas. Positive action may be used in the recruitment process to select a candidate from a group that is disadvantaged or under-represented in our workforce, if two candidates in question are of equal merit.

We are keen to make our roles accessible to everyone, therefore we are open to discussing adjustments to the application and interview process if needed. Please email [nastasia@tanneryarts.org.uk](mailto:nastasia@tanneryarts.org.uk) if any part of the process is a barrier to your application.