June 2022

Dear Candidate,

**Operations Administrator**

Thank you for your interest in this role.

To apply please register online at [BreatheHR](https://hr.breathehr.com/v/operations-administrator-23890), read the job description and apply by 9am, Friday 15th July 2022 with:

* A recent CV
* Application form answers (downloaded from Breathe)
* A completed equal opportunities form (this will not be shared with anyone involved in the application process)

Modern Art Oxford is committed to creating equality of opportunity for all and we value diversity in our team. As part of [Anti-racism action plan](https://www.modernartoxford.org.uk/blog/read-our-anti-racism-statement-and-action-plan), we welcome applications from candidates from the global majority and those with lived experience of racism.

Shortlisting candidates for interview will be solely based on your application so please make sure that you read the job description and skills and experience required for the job carefully. If you have any questions please email recruitment@modernartoxford.org.uk

I look forward to receiving your application.

Best wishes,

**Helen Shilton**

**Head of Operations & Visitor Experience**

**Operations Administrator**

**Introduction**

Founded in 1965, Modern Art Oxford is one of the UK’s most exciting and influential contemporary art organisations, renowned for its bold and ambitious artistic programme that promotes diversity and internationalism and celebrates contemporary art as a progressive agent of social change.

Modern Art Oxford welcomes more than 100,000 visitors each year with 10,000 attendances in creative learning and participation activities. The organisation’s digital content reaches 450,000 through Modern Art Oxford’s digital channels annually. Through a wide range of high-quality content creation and programming, Modern Art Oxford aims to make contemporary art accessible and engaging to the widest audience and to promote creativity in all of its visual forms. Over the last 50 years Modern Art Oxford has brought some of the world’s most important artists to the city, and the UK, and has developed an international reputation for pioneering emerging and under-represented artists.

Modern Art Oxford is a registered charity and relies on core funding from Arts Council England and Oxford City Council, and the generous support of individuals, trusts and foundations, sponsors and friends.

**Overview**

The Operations & Visitor Experience department is a busy team of 25 staff and a large team of enthusiastic volunteer who look after visitors, commercial income and the building. This new role plays a key part in coordinating and managing people and resources across the team and working closely with the other departments in the gallery. Reporting to the Deputy Head of Operations, you will support with the management and day to day running of the Operations/Visitor Experience Team including producing rotas for the team, being the first point of call for all hire enquiries and their administration and assisting with office/building administration.

**Responsible to:** Deputy Head of Operations & Visitor Experience (DHOVE)

**Key relationships:** Head of Operations & Visitor Experience (HOVE), Café & Shop Managers, Duty Managers (DMs), Visitor Experience Team(VET)

**Place of work:** Modern Art Oxford, please note that due to the nature of the role it is not suitable for remote working.

**Key Responsibilities:**

* Support the DHOVE with the management and day to day running of the Visitor Experience Team including producing rotas for the team
* Manage all aspects of the planning, administration and delivery of commercial hire activity at the gallery
* Assist DHOVE with the management of health & safety and building maintenance
* Assist with Office and HR administration for the gallery team

**Operations & Visitor Experience**

* Produce rotas(currently on Rotacloud) for the VE Team within agreed staffing levels and budgets for each exhibition and all events.
* Ensure rotacloud is kept up to date and arrange cover for absence/sickness and be the first point of call for any staff requests for leave etc. and covering breaks/absences when necessary.
* Assist DHOVE with the recruitment and training of the VE Team and ensure that their personnel records are kept up to date.
* Assist DHOVE with recruitment, training and rotas for the volunteers.
* Check timesheets are correct and assist with the preparation of the monthly payroll for VE Team.

**Events**

* Co-ordinate the regular Events meetings for the team and ensure that all events are staffed as agreed and that the events calendar is updated with event running orders and information from the event organiser, including risk assessments.
* Manage all aspects of the planning, administration and delivery of private hire activity at the gallery with the VE team to achieve income and expenditure budgets.
* Manage all communication and enquiries from external clients, suppliers and internal gallery departments to ensure events are delivered smoothly and to a high standard

**Health & Safety, Building Maintenance**

* Assisting the DHOVE to ensure that preventive maintenance and periodic services are carried out by our regular contractors e.g. fire and security, pest Control, heating, lifts etc.
* To take responsibility for arrivals and deliveries and deal with general enquiries about the building and facilities.
* To assist the DHOVE in the supervision of contractors during scheduled works.
* Communicate and liaise with gallery team regarding building works, maintenance and other projects.
* Organise suitable contractor for repairs that cannot be done in house
* Managing the upkeep of Site Maintenance Files to ensure statutory testing information is present and up to date.
* Assisting DHOVE to ensure that all regular health and safety,security, fire checks have been carried out and recorded.
* Coordinate risk assessments for all departments. Ensuring Risk Assessments, Fire Risk Assessments, COSHH data sheets are up to date, checked and filed for all exhibitions and events
* Ensure first aid provision is maintained throughout the building and first aid training is kept up to date for the team.
* To maintain sufficient supplies of cleaning products, first aid equipment, light fittings, toilet paper and other essential maintenance stocks.
* Arranging cleaning requirements with the contract cleaning company
* Co-ordinate with Duty Managers on cleaning requirements for events or any special requirements

**HR & Administration**

* To assist with routine administration; processing invoices and filing for Operations and VE.
* Ensuring that office equipment – phones, internet, IT and all office equipment are properly maintained, assist with ensuring that all staff are properly trained in their use and any issues are reported to the appropriate contractor.
* Assisting the team with minor IT issues and contacting the external IT consultant when necessary.
* Sorting of all incoming post, including opening the directors post.
* Answering general queries on the phone and transferring calls to the main gallery number
* Manage general email accounts eg. info@ recruitment@ email addresses, ensuring that requests are sent to the appropriate department and respond to general enquiries promptly.
* Ensure office spaces are kept tidy and good standards of health and safety are maintained.
* Set up furniture and AV equipment for meetings.
* Ensuring tea-room has adequate supplies of tea, coffee and milk and keeping the hospitality cupboard stocked and tidy.
* Assisting the HOVE in areas of HR management including maintaining files, monitoring paperwork and administering HR systems(currently BreatheHR) and procedures.
* Assisting the HOVE with recruitment, including administration and welcoming new starters.
* Assisting with wellbeing initiatives such as organising training, away days and team socials/parties.

**General**

* To co-ordinate working group meetings for Anti-Racism, Environmental Sustainability and Equality, Diversity & Inclusion groups.
* To take an active role in the gallery's environmental sustainability action plan, including assisting in the collection of data and reporting.
* To be a key holder for the gallery

To work with the Modern Art Values in this role to be:

**Welcoming** – deliver great customer service, welcoming to volunteers, new staff, committed to anti-racism and equality, diversity and inclusion.

**Ambitious** – keen to improve procedures to deliver better customer service and a great visitor experience.

**Collaborative** – ability to work as part of the team and other external organisations

**Conscientious** - ability to meet deadlines, keep to budgets and committed to environmental sustainability

**Skills and Experience Needed for this role:**

* Good IT skills – particularly with spreadsheets and the ability to work with a variety of software for project management, finances, HR and rota management
* Excellent customer service skills with experience in a public facing role e.g. in retail, hospitality, arts venues
* Excellent organisational skills, ability to prioritise and manage a varied workload.
* Excellent communication skills in person, on the phone and in emails.
* Good problem solving skills
* Excellent attention to detail
* Experience of working as part of a team

**Terms and Conditions**

**Responsible to** Deputy Head of Operations & Visitor Experience

**Contract** Permanent on successful completion of probation period

**Probation** 3 months

**Salary**  £26,000 pa

**Hours** Full-time, Monday - Friday 9am-5pm, with occasional early mornings, evenings and weekends for events.

**Notice period** 6 weeks in writing.

**Holiday** 25 days annual leave plus eight public bank holidays.

**Pension** An auto-enrolment pension scheme is in place with Legal & General. Under pension auto enrolment legislation, the employee will pay 3% (before tax relief) and the employer will pay 2% of qualifying earnings to the Legal and General plan. From 6 April 2019, the employee will pay 5% (before tax relief) and the employer will pay 3% of qualifying earning.

**Place of work** Modern Art Oxford, 30 Pembroke Street, Oxford OX1 1BP, this role is not compatible with remote working.

**Benefits** Employees are entitled to a 20% discount in the Gallery’s café and shop. There is a staff discount scheme and Employee Assistance programme.

**Disclaimer** This document does not constitute an offer of employment nor forms any part of any contract.