

# Spike Island

## JOB DESCRIPTION

### FRONT OF HOUSE SUPERVISOR & VOLUNTEER COORDINATOR (MATERNITY CONTRACT)

#### Key objectives:

- To directly coordinate and supervise the running of Spike Island's reception, galleries and front of house function.
- To ensure the highest possible standards of customer service, customer care and presentation within reception, the galleries and other public areas.
- To deliver a high quality volunteer programme.

#### Responsible to/for:

The Front of House Supervisor & Volunteer Coordinator is responsible to the Operations Manager

The Front of House Supervisor & Volunteer Coordinator is responsible for the:

- Front of House Assistants
- Volunteers

#### Key Outputs:

1. Delivery of an effective, efficient and responsive front of house function, ensuring that the Spike Island public programme is supported through operational excellence.
2. Organise, develop and deliver a volunteer programme which reflects the organisation's commitment to and development of its volunteers, in line with the organisations mission statement.
3. Supervise the gallery during opening hours.
4. Ensure the safety and security of visitors, tenants and staff, administering first aid as appropriate.
5. Coordinate and supervise the Front of House Assistants and Volunteers, ensuring cover as required for all exhibitions, events and operational activities.
6. Actively support, develop and empower the Front of House Assistants and Volunteers ensuring they are able to carry out their duties efficiently and effectively.
7. Regularly monitor and evaluate the front of house function and volunteer programme, implementing improvements as necessary.
8. Develop, administer and review policies and procedures which form the basis to recruit and support front of house staff and volunteers, reflecting on Spike Island's values.
9. Recruit and line manage Front of House Assistants and Volunteers.
10. Lead on achieving equality of opportunity and diversity among Spike Island's volunteers and front of house staff team.



Supported using public funding by  
**ARTS COUNCIL  
ENGLAND**



Spike Island Artspace Limited  
Registered charity no. 1003505  
Registered in England  
and Wales no. 2624621  
VAT no. 650 5760 40

11. Work with the Senior Management team in developing new voluntary opportunities as and when required.
12. Organise and deliver induction and training sessions for Front of House staff and Volunteers, including the “exhibition walk around”.
13. Support and grow the organisation’s income streams by encouraging donations against set targets.
14. Ensure that the wider staff team are working effectively and cooperatively with Front of House staff and Volunteers, providing training when necessary.
15. Advocate for the organisation and the contemporary visual arts sector.
16. Deliver work within budget and agreed targets.
17. Operate in accordance with the organisation’s employment, health and safety and equal opportunities policy, and all other legal requirements, organisational practices, policies and procedures.
18. Oversee the hire of meeting rooms within Spike Design, in coordination with other members of the team.
19. Carry out any other duties commensurate with the job role.



Supported using public funding by  
**ARTS COUNCIL  
ENGLAND**



Spike Island Artspace Limited  
Registered charity no. 1003505  
Registered in England  
and Wales no. 2624621  
VAT no. 650 5760 40