

Spike Island

JOB DESCRIPTION

FRONT OF HOUSE SUPERVISOR

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.

Responsible to/for:

The Front of House Supervisor is responsible to the Operations Manager

The Front of House Supervisor is responsible for the:

- Front of House Assistants
- Volunteers

Key Outputs:

1. Deliver an effective, efficient and responsive front of house function, ensuring that the Spike Island public programme is supported through operational excellence.
2. Ensure the safety and security of visitors, tenants and staff, administering first aid as appropriate.
3. Supervise the gallery during opening hours.
4. Coordinate and supervise the Front of House Assistants and Volunteers, ensuring cover as required for all exhibitions, events and operational activities.
5. Actively support, develop and empower the Front of House Assistants and Volunteers ensuring they are able to carry out their duties efficiently and effectively.
6. Regularly monitor and evaluate the Front of House function, to ensure our aims are being achieved, implementing improvements as necessary.
7. Support and grow the organisation's income streams by encouraging donations against set targets.
8. Ensure that the wider staff team are working effectively and cooperatively with Front of House staff and Volunteers, providing training when necessary.
9. Deliver work within agreed targets.
10. 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.
11. Oversee the hire of meeting rooms within Spike Design, in co-ordination with other members of the team.
12. Support the Volunteer Programme as necessary.
13. Collaborate across teams and carry out any other duties commensurate with the job role.



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**ARTS COUNCIL
ENGLAND**



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