

# Spike Island

## Person Specification FRONT OF HOUSE SUPERVISOR

Attributes	Essential	Desirable
<b>Qualifications</b>		<ul style="list-style-type: none"> <li>• Qualification in arts related subject</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Knowledge of volunteer management practices and procedures</li> <li>• Knowledge of equal opportunities issues and practices</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of and interest in, contemporary visual art and design</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience in a customer facing role</li> <li>• Good understanding of health and safety practice</li> <li>• Significant experience in dealing with customer enquires; in person, by phone and email</li> <li>• Computer literate, knowledge of Microsoft Office and ability to work intuitively with other software packages such as databases and websites</li> <li>• Experience of supervising a team of volunteers and/or staff</li> <li>• Experience of recruiting training and developing a team of volunteers and staff</li> </ul>	<ul style="list-style-type: none"> <li>• Experience in an arts, museum or cultural organisation</li> <li>• Experience of working in the not for profit sector</li> <li>• Experience of proactive fundraising</li> <li>• First aid qualification</li> </ul>

<b>Skills</b>	<ul style="list-style-type: none"> <li>• Skilled at problem solving, adaptable and capable of maximising limited resources</li> <li>• Ability to motivate, influence and inspire staff and volunteers</li> <li>• A self-motivated team player able to work under own initiative and contribute wholeheartedly to all endeavours</li> <li>• Understands the needs of volunteers to ensure they gain the most from the experience, driven to support their professional and personal growth</li> <li>• Excellent communication and interpersonal skills</li> <li>• Proactive, assertive and confident</li> <li>• Adaptable attitude and ability to communicate with a diverse community of tenants, service users and general public</li> <li>• Excellent personal organisation and time management skills and the desire to inspire the same in others</li> </ul>	
<b>Circumstances</b>	<ul style="list-style-type: none"> <li>• Committed to working flexibly within a small team</li> </ul>	

**Terms and Conditions of Appointment**

**Job description:**

The job description is a guide to the targets that the Front of House Supervisor is expected to achieve. They may be changed from time to time by agreement to meet changing circumstances.

**Normal hours of work:**

During exhibition periods, the normal hours of work are 16.5 hours per week (5.5hrs per day), on a Friday, Saturday and Sunday from 11.45am-5.15pm.

Your working hours may change during exhibition installation periods.

In addition, some evening work may be required. Time off in lieu may be taken in respect of hours worked over and above the normal hours by agreement with the line manager.

**Salary:**

£8,580 p.a. (fte £18,200)



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<b>Term:</b>	Fixed term 12-month contract with possibility of extension.
<b>Pension:</b>	On completion of three month's service, you would be eligible for auto enrolment in to Spike Island's workplace pension scheme.
<b>Annual leave:</b>	In addition to bank/public holidays, employees are entitled to four weeks annual leave on full pay (pro rata).
<b>Probationary period:</b>	This post is subject to a probationary period of three months. There will be a staff review at three months and again at six months. This period can be extended but by no more than six weeks in any circumstances.
<b>Benefits:</b>	Spike Island offers access to the following schemes: Cyclescheme Childcare Vouchers All such benefits apply during the course of your employment only.



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