

Spike Island

JOB DESCRIPTION OPERATIONS SUPERVISOR

Key objectives:

- To supervise the safe, effective and efficient running of Spike Island's building, facilities and services.
- To contribute to the effective and safe provision of the exhibition gallery, artist studios, offices, Spike Island Workspace and associated building facilities.
- To deliver the best possible service to all building users.

Responsible to/for:

The Operations Supervisor is responsible to the Operations and Services Manager.

Key outputs:

1. Contribute to the delivery of an effective, efficient and responsive operations function, ensuring that the delivery of Spike Island's programme of events and activities is supported through operational excellence.
2. Supervise the monitoring and maintenance of the building and equipment, engaging outside contractors when necessary.
3. Supervise the day-to-day running and administration of Spike Island Workspace. This will include day-to-day upkeep of the facilities, supporting the delivery of events and socials, being a first point of contact for Workspace users, dealing with new enquiries, providing inductions for new users, and the administration of the Workspace function.
4. Contribute to the safe maintenance and upkeep of the workshops, resin room and associated equipment, conducting regular safety checks and monitoring the use of these facilities by tenants to ensure health and safety practices are followed. Run workshop inductions as required.
5. Monitor an accurate Planned Preventative Maintenance (PPM) schedule and carry out all routine maintenance, either directly or with the services of suitably qualified contractors.
6. Provide flexible support to the Front of House and gallery operations, covering as required and delivering a high level of service at all times.
7. Replace consumables, including sanitising products, first aid kits and defibrillator kits etc. regularly and as required.
8. Maintain a high standard of presentation throughout the premises both internally and externally.
9. Undertake light building and handyperson work as required including emergency repairs.
10. Review, update and support the effective implementation of organisational policies including: Health and Safety water and legionella, PAT testing, first aid, COSHH, fire, evacuation, emergency procedures, lone working, access, energy saving, waste management, storage of flammables and other safe working practices.



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11. Contribute to ensuring all statutory records, compliances and related inspections are met on time and records kept. This includes carrying out all regular building checks, risk assessments and condition surveys. Ensure high levels of cleanliness are maintained at all times and that adequate supplies of cleaning materials and consumables are available.
12. Conduct testing of portable electrical equipment, maintaining accurate records.
13. Supervise effective contractual relationships with all external (non-arts) contractors, (e.g. cleaning, maintenance, pest control, security, fire, access control, ventilation, heating engineers, roofing etc.) ensuring compliance with service level agreements and ensuring high standards of provision is received.
14. Assist the Operations and Services Manager in researching costs and suppliers for services and equipment and the procurement thereof, delivering to set budgets and timeframes.
15. Arrange and issue keys and security access cards, registering and inducting building users in the use of access control systems and the electronic time keeping system and maintaining the back-end of the system.
16. Maintain good relations with tenants, building users and immediate neighbours by positively responding to enquiries and feedback in a timely manner.
17. Welcome and induct new building and workshop users, delivering building tours when necessary.
18. Be available for out-of-hours emergency call-outs as part of an emergency call-out contact list for monitoring companies.
19. Operate in accordance with the organisation's employment, Health and Safety, equal opportunities and other legal requirements, organisational practices, policies and procedures.
20. Carry out any other duties commensurate with the job role.



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