

Duty and Volunteer Manager, Van Gogh House & Gallery C.I.C

www.sanmeigallery.co.uk www.vangoghhouse.co.uk

Location: Brixton, London

Type: Part-time, six days a month

Salary: £23,296 pro rata, plus payment in lieu of holiday pay

Contact: anna@vangoghhouse.co.uk

Reports to: Director of Programmes

Description:

Van Gogh House & Gallery C.I.C. is looking for a diligent and friendly Duty and Volunteer Manager to support the running and audience development of its monthly volunteer-led tours. Responsible for the building during our open weekends, as well as our committed team of volunteers, this position would suit someone organised, looking for a flexible part-time role.

About Van Gogh House & Gallery C.I.C.

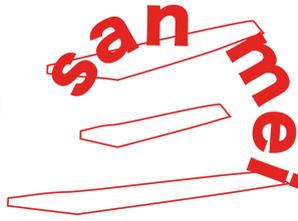
Van Gogh House & Gallery C.I.C. operates two spaces in North Brixton, Van Gogh House and San Mei Gallery. Van Gogh House is the Georgian terrace in which the eponymous painter once lived with a mission to support artists within their lifetimes. After a restorative capital project the historic house opened in 2019, and has since hosted exhibitions and artist residents. We run popular volunteer-led tours on the last weekend of the month throughout the year, introducing this chapter of Van Gogh's life to the public and often incorporating work from the resident artists.

Find out more at www.vangoghhouse.co.uk www.sanmeigallery.co.uk

Description:

Dealing with the public

- Act as the first point of call for visitors to the house and create a welcoming and friendly environment for the public
- Book and sell tickets for public events and sign in visitors where appropriate
- Signpost visitors to the shop, sell merchandise and Friends subscriptions.
- Support the collection of Van Gogh House visitor surveys, monitoring and feedback forms.
- Monitor any operational, safety or security issues that could affect the building, respond positively to these issues with visitors
- Assist with the management of our public-facing email accounts, to deal with visitor enquiries



Volunteer management

- Manage our small but dedicated team of volunteers, including keeping rotas and schedules up to date, and creating special events for them during the year.
- Welcome volunteers on tour days and make sure they have everything they need to undertake tours
- Recruit and train volunteers as needed.
- Support volunteers in designing new themed tours or other activities at Van Gogh House.
- Manage the Student Community Engagement Guides for Harold Offeh's Autumn exhibition.

Tours

- Increase tour sales through regular marketing and keeping listings up to date
- Liaise with external tour providers to ensure tours are listed and well-marketed
- Maintain the scripts for the tours, and the supporting material for guides to show the public
- Deliver Van Gogh House tours and shorter house introductions at events and special visits as required, or when Volunteer Tour Guides are not available

Other Duty Management

- Occasional duty management of external venue hire events and in-house programme events.
- Occasional duty management of San Mei Gallery during shortages of staff.

Administration

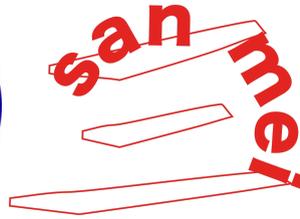
- Setting up events on ArtFund, emails to attendees, refunds and admin of ticket vouchers as directed by the Creative Director and other staff as appropriate.
- Administration of Van Gogh House Friends scheme
- Other administrative tasks as required

Building Management

- Assisting with cleaning and preparing the house for opening, and at the end of tours
- Keyholder – locking up and setting the alarm on leaving the house
- Reporting any repairs or maintenance issues in the building to the Building Manager

Health and Safety

- To ensure that all Health and Safety regulations are met throughout the building and especially when the house is open to the public
- Report any concerns about Health and Safety to the Building Manager
- Understand VGH Health and Safety procedures and protocol and deal with emergencies and incidents in a calm and responsible way.
- Act as a fire warden and a first aider, recording any incidents in the accidents and incidents book.



- Work with the Director of Programmes and other staff as appropriate, to carry out risk assessments and health and safety checks in public areas on a regular basis

Personal Specification:

Essential

- Experience of working in a customer service or other public-facing role
- Excellent verbal and written communication skills – including presentation skills
- Experience of being responsible for the health and safety of others in a previous role
- Attention to detail with excellent organisational, time management and administration skills
- Good team player- experience of working in and leading groups
- Ability to think on one's feet and take initiative when needed
- Ability to manage a number of demands simultaneously in a calm and patient manner
- Ability to interact with people with diverse needs, backgrounds, cultures and experiences in a way that is inclusive and respectful
- A strong interest in and knowledge of arts and heritage
- Computer literate with knowledge of Microsoft packages etc and ability to pick up and learn other software applications quickly
- Able to work some evenings and weekends on a flexible basis

Desirable

- Experience of supporting volunteers
- Experience of working in a heritage or arts setting
- Knowledge of Art Fund Tickets

Hours of work

The post holder will need to cover four days (9.30am – 6 pm) with a lunch break, Saturday and Sunday on the last weekend of every month. Outside of these two days, four days reserved for tour/volunteer management can generally be scheduled by the Duty Manager themselves. Exceptions may be made for one-off special events such as Open House Weekend, duty management support at San Mei Gallery, or in VGH's Q4 exhibition period when the house is open on a regular basis.

Application details

To apply, please send your CV and a covering letter of max one page, font size 12, detailing how you meet the person specification anna@vangoghhouse.co.uk

The deadline for applications is midnight on 25th June

Shortlisted applicants will be invited to interview for the role the week of the 4th July

Start date and training for the role will be the first week of August