



GALLERY MANAGER

THE
NATIONAL
GALLERY

THE ROLE PROFILE

Job context

The Gallery Manager is responsible for supporting the daily delivery of an exceptional experience at the Gallery.

As Gallery Manager you will play a key role in upholding our standards and ensuring a high-quality experience for our visitors; collaborating closely with colleagues across departments, you will ensure that the experience of our visitors is safe and uniformly excellent.

This role will provide credible, effective representation of the Gallery to all stakeholders and visitors.

Job purpose

The Gallery Manager will support the Head of Operations by managing the day-to-day aspects of onsite Gallery operations; working with teams across the Gallery to strive to provide a consistent, efficient, engaging, and seamless welcome service to visitors.

You will function as a floor-based manager, able to operate independently when required as the most senior Gallery representative onsite.

You will have joint responsibility for ensuring a smooth and efficient operation including the enjoyment, experience, well-being and safety of the Gallery visitors, staff, and contractors.

You will also be responsible for overseeing and co-ordinating responses to operational issues that may arise.

Scope of job

- Function as the most senior, floor-based operational manager at the Gallery to ensure the omniscient daily Gallery operations run smoothly; ensuring the Gallery is fit for purpose before opening and during operational hours through effective safety, capacity, cleaning and queue management.
- Represent the Operations department in regular meetings with other internal Gallery teams to ensure a seamless approach to visitor experience.

- Responsible for advising on and executing Exhibitions planning of crowd control, capacity and queue management.
- Regularly liaise with external stakeholders including emergency services, TFL and other cultural organisations.
- Take responsibility for the operations of the Gallery building whilst open to the public, including back of house areas and follow up on all issues as appropriate.
- Function as the Gallery's point of contact for a range of incidents, including emergency evacuations.
- Provide direct support to the Fire, Health and Safety Risk Manager by investigating, reporting and carrying out risk assessments on a range of health and safety related issues (both front and back of house).
- Identify areas of service improvement and deliver best practice training sessions to teams across the Gallery and our front of house third party contractors.
- Act as the final point of escalation for complaints and operational concerns.
- Provide on-site cover for weekends and evenings according to your roster and on an ad-hoc basis whenever required to do so.
- Continuously demonstrate inclusive behaviours, valuing everyone's contribution, and promoting a culture of openness.

Key deliverables

- Provide operational daily management, including oversight of activities during visits, events, and special events (e.g. VIP visits), supporting other managers to ensure that high standards of visitor experience and safety are maintained.
- Consult regularly with our Host, Operations, Security, Fire, Health and Safety, Buildings, Retail, Catering, Exhibitions, Commercial Services, Research Centre and Learning Centre teams to provide a seamless standard of visitor experience and care.
- Complete all necessary follow-up reports and investigations where incidents take place thoroughly and to a high standard.

Key relationships

Internal Gallery departments and external contractors:

Front of House Staff, Operations, Fire Health and Safety, Security, Catering, Cleaning & Portering, Sustainability, NGG Hosts and Retail, Learning, Buildings

Key required skills and attributes

1. Experience coordinating operational teams, within a visitor attraction/visitor focused environment.
2. Effective organisation skills, with the ability to manage various tasks whilst also responding to the daily operational requirements of the Gallery.
3. The ability to demonstrate an exceptional understanding of visitor health and safety, including identifying hazards and potential issues and taking appropriate action.
4. Previous experience of incident management and BCP processes.
5. The ability to remain calm under pressure, responding to incidents quickly and efficiently, in a way that demonstrates sound and reliable judgement.
6. A genuine desire to provide exceptional customer service and be able to inspire the same passion in others, always leading by example.
7. Excellent communication skills (both verbal and written) and can quickly build positive relationships with visitors, colleagues, and stakeholders.
8. Excellent attention to detail, which can be used to write a range of reports and documents.
9. Ability to adapt to changing priorities and responsibilities.
10. Personable - able to collaborate effectively with colleagues and departments.
11. Effective negotiator.

Supervisory/Managerial responsibility

This role is required to provide advice to a broad range of stakeholders, both internal and third-party contractors, on aspects of daily quality service standards.

Additional essential criteria or considerations

- You will be required to work regularly on weekends and evenings, on a rota basis.
- Working knowledge of fire and security systems, issues, and procedures.
- IOSH managing safely certificate or other relevant qualification.

SUMMARY OF TERMS AND CONDITIONS OF EMPLOYMENT

Gallery Manager

Contract

Permanent, working full time hours of 35 per week.
This post is on the Gallery's Band E. The salary is £45,093 per annum.

Pay review

Pay increases are dependent upon government public sector pay policy and affordability, and the Gallery's pay settlement arrangements. The following are for employee status:

- Occupational defined benefit scheme (Civil Service Alpha, details available through the Civil Service website); transfer from another Civil Service employer with an existing scheme (e.g. Classic) will be recognised.
- Annual leave entitlement begins at 248.5 hours pro rata (inc. Public and privilege holidays), rising to 283.5 hours (inclusive) at five year's service.
- Flexible benefits from one month's service, including discounts, holiday trading, cycle to work and other benefits which vary from time to time according to availability via the Gallery's palette scheme.
- Flexible working arrangements to suit.
- Participation in the reciprocal arrangement between cultural institutions for free entry.
- Employee discount in the Gallery's retail and catering outlets, as well as several outlets in the vicinity of Trafalgar Square.
- Free tickets to Gallery exhibitions, up to four to share with friends and family.
- Employee Assistance Programme and Occupational Health, including annual flu vaccination, subject to availability.



Happy To Talk
Flexible Working

HOW TO APPLY

It is important to complete all sections of our application form in order to ensure that we have all the information necessary to consider you for the job you are applying for. There are a number of sections to complete before submitting your application. However, you can save your application form at any stage and return at any time prior to the closing date to complete.

If you have any questions on the information you should provide, or have any difficulties completing the form, please contact the Human Resources Department at recruitment@nationalgallery.org.uk.

Employment & Academic History

Due to the value of our collection the Gallery undertakes extensive pre-employment screening, including a criminal record check. As part of our security screening process we need to account for all of your time over the past 3/5* years and will verify the information provided. However we are interested in all of your relevant work experience so please provide us with your career history.

Application Questions

In this section you should outline how your skills, knowledge and experience match the numbered essential requirements of the post, as set out in the role profile. The numbered essential role criterion shows you the skills and attributes which are necessary to carry out the responsibilities of the job and will be used to shortlist candidates for interview.

Shortlisting

The National Gallery operates name free recruitment, which means an applicant's name and personal details are not visible to recruiting managers in the shortlisting process. By removing the applicant's name and other personal information, such as their ethnicity or the university they attended, we aim to ensure that people will be judged on merit and not on their background, race or gender

* Dependant on role

Selection

For some roles at the Gallery we will ask you to complete a variety of selection activities to allow you to demonstrate your abilities and suitability for the post. These may include ability tests, personality questionnaires, work simulation exercises, interviews, etc. Details of the specific activities will be advised to you as part of the process.

Equal Opportunities Monitoring

The Gallery is committed to equal opportunities for all job applicants and employees. Our policy is that no job applicant or employee should receive less favourable treatment than another on grounds of gender (including gender reassignment), sexual orientation, marital or family status, civil partnership status, race, colour, nationality, ethnic or national origins, religion or similar belief, disability, age or trade union membership or any other condition or requirement which cannot be shown to be justifiable.

Information you provide such as ethnic origin, gender and disability will be used solely for monitoring purposes and identifiable information will not be disclosed.