



## Phoenix Art Space Operations Assistant

### Job Description

#### Background

Founded by artists 20 years ago, Phoenix is the largest independent artists' studios and gallery in the South East Region, with over 100 professional artists working in the building.

Established in 1995 as a charity Phoenix is proud of its longevity, independence and diversity. Our missions are to create the conditions through which artists can develop their creative practice, and the public can engage and participate in the creative process of making art. We do this through programmes of public exhibitions, educational activities and events, and by providing safe, secure and affordable workspace for artists in Brighton.

Phoenix has an Executive Director, with supporting management team. They work closely with and are accountable to the Board.

Job title:	Operations Assistant
Reporting to:	Operations Manager
Responsible for:	This post has no line management responsibilities
Contract:	Permanent, part-time
Probation	3 months
Hours	21 hours per week. Attendance is on a flexi time basis to be agreed with line manager. Office hours are generally between 9.00am to 17.00pm, weekdays and weekends. Some evening and weekend work will be required, to be agree in advance with line manager.

	You may be asked to work additional hours when authorised and as necessitated by the needs of the business
Salary:	FTE £21,000 per annum for 35 hours P/t £ 12,600 pro rata per annum for 21 hours
Holiday entitlement:	Statutory allowance of 117.6 hours per annum including bank holidays
	Full details of working hours, flexible working, holiday entitlement, pension provision, sick (and other) leave, time off in lieu, etc are set out in the contract.
Place of work:	Phoenix Art Space, 10 – 14 Waterloo Place, Brighton, BN2 9NB

The Operations Assistant is the first point of contact for anyone wishing to hire our temporary spaces on the ground floor of our building. These are the Project Space, White Room and Red Room, and also the Main Gallery where it relates to non-exhibition hires.

*The Project Space was created in January 2022 to provide an opportunity for artists, local community and others to hold short duration exhibitions or projects on low-cost terms. It is also available to hire for photoshoots, rehearsals, courses, talks and seminars, workshops, pop-ups, film screenings, meetings, training days and team building away days.*

*The White Room is available for hire for workshops, team training, activity days, group making activities. The room is also used throughout the year by the Phoenix creative courses programme.*

*The Red Room is available for hire for workshops, team training, activity days, group making activities. The room is also used throughout the year by the Phoenix creative courses programme*

As an advocate for the venue and organisation, the Operations Assistant is responsible for building and maintaining relationships with current and potential venue hire clients. They help to ensure that Phoenix Art Space is a valued hub for our creative communities, through a consistently high standard of professionalism across our activities. They support all teams in the day-to-day running of our lively building.

The Operations Assistant plays an important role as the link between venue hires and our other activities: Exhibitions, Studios, Learning and Community Engagement, supporting our charitable objectives through operational activities that generate income through events and/or private hires.

**Public Area specific responsibilities:**

- Oversee the welcoming of visitors and deliveries at the reception desk.
- Maintain the Front of House area, updating information and organising the space
- Encourage engagement with Phoenix Art Space by providing information on membership, activities and donations.
- Ensure all public spaces are kept clear and safe, working with the Buildings manager on updating risk assessments.
- Assist in the production of exhibition materials and shop management when required
- Implementing the Phoenix policy for inclusivity with regard to gallery interpretation and visitor engagement.

#### **Venue Hire:**

- Manage relationships with current and potential venue hire clients, arranging viewings of spaces and negotiating contracts.
- Assist with communication with all users of public space, forwarding messages when required, and ensuring that all parties understand what is anticipated in the delivery of the activity.
- Create and issue contracts for venue hire, keeping paperwork and calendar updated.
- Set up and manage the venue hires for events, such as exhibitions, meetings, workshops and seminars, to include: greeting clients and arranging access, setting up space to their requirements, ensuring space is clear and clean at end of hire.
- Manage technical issues, storage and staffing requirements, liaising with the appropriate staff.
- Ensure that risk assessments are completed for each hire, and that the insurance issues are understood and agreed.
- Liaise with hirers regarding refreshments, notifying the café when necessary.

#### **Course Room support:**

- Liaising with the Learning Programme Manager and users to organise the storage of materials and work, allocating cupboards and shelves to different users.
- Remove any unwanted items, keeping the space clear from clutter.
- Report to maintenance manager any decoration or repair of rooms that is required.
- Ensure all signage is appropriate and clear, especially fire safety notice.
- Ensure the first aid box is stocked and easily accessible.
- When requested, attend course tutor meetings organised by the Learning Programme Manager.

#### **Marketing and Promotion:**

- Work with marketing team to promote venue hire
- Work with Marketing team to ensure that information on hire of spaces is correct on the website and on any social media posting.

- Assist with Eventbrite listings for the Learning, Community Engagement, Events and Exhibitions programmes.
- Provide full and accurate information on hires to staff team, and when appropriate promotional material (image, text) to the marketing team.
- Support public events at Phoenix as required, including previews.
- Support the implementation of the Phoenix policy for inclusivity with regard to gallery interpretation and visitor engagement.

## **Finance**

- Contribute to income generation for the charity through the hire of the ground floor spaces, including Main Gallery for corporate, local community and other appropriate purposes.
- Work with the Finance Manager and Executive Director on setting hire rates and concessionary rates.
- Work with the Finance Manager and Executive Director to achieve the annual targets set for venue hires.
- Raise invoices as necessary for venue hire and events. Ensure that these are paid and if necessary, follow up with reminders.
- Refer any issues that arise concerning contracts to the Executive Director.

## **Other**

- Work in accordance with Phoenix Art Space Policies
- To work flexibly to accommodate the Phoenix programme (evening and weekend working will be essential)
- Undertake any training necessary to enable you to do your job
- Undertake such other duties and tasks as may fall within the scope of this post.
- Undertake any other reasonable duties as required, such as attending staff meeting.

## **Essential Criteria for Post**

- Experience of customer service in the arts, retail or hospitality.
- Ability to time-manage multiple priorities and plan effectively.
- Excellent communication skills both written and verbal.
- Ability to constructively manage artists / partners in lead up to an event or activity.
- Good attention to health and safety, including hirers during install and visiting public.
- Practically minded, proactive approach with the ability to use sensible initiative.
- Experience of writing and managing contracts with complete attention to detail.
- Competent IT skills including spreadsheets.
- A commitment to good relationship building with the knowledge of developing and maintaining relationships with stakeholders.
- Flexibility and a willingness to be agile in all scenarios.

- A collaborative team player, able to work well within a staff team.
- Be available for evening and weekend work hours.