

Operations Manager – Job Pack 2024



Installation of 2023 exhibition 'Elsewhere' at Bethlem Gallery, featuring work by Eddie

OVERVIEW

We are seeking an Operations Manager who will make an important contribution to our work, and expand the capacity and range of skills within our small and committed gallery team. This role would suit someone kind and organised, with a sound knowledge of managing a public building, governance and business development, as well as genuine interest in supporting the development of a contemporary visual arts organisation in a mental health setting. Do you have the experience and skills to work with the director and team, and oversee the smooth, efficient, safe and creative running of the Gallery?

Operations Manager: Overseeing the management of gallery operations, including our public, studio and staff spaces, commercial opportunities, policies and procedures.

Reports to: Director, Bethlem Gallery

Direct reports: Comms manager, Finance officer, Front of House coordinator, Front of House Saturday assistant

Location: Bethlem Gallery, Bethlem Royal Hospital, BR3 3BX. Must be able to come to Gallery four/five days a week.

Hours: Full time, ideally Tuesday – Saturday (or two Saturdays & two Mondays/Month). We

would also welcome proposals for a part-time role at 4 days a week.

Salary: £42-45,000 FTE

Contract type: Permanent

Deadline for applications: 9am Monday 3 June 2024

Job starts: August/September 2024

ABOUT THE GALLERY

Bethlem Gallery is a visual arts organisation in southeast London. We programme creative activities, projects and commissions to participate in, look at, talk and think about. Based at Bethlem Royal Hospital and working across South London and the UK, we support the professional development and socially engaged practice of our artists, many of whom have experienced mental health services. We bridge communities, aiming to make art an everyday practice and mental health an everyday conversation.

Our programme includes collaborations with other cultural and health organisations including [Bethlem Museum of the Mind](#), with whom we share a building. We are a charity founded in 1997. As well as working in our gallery and studio space at Bethlem Royal Hospital, we programme exhibitions at the Long Gallery at Maudsley Hospital and the ORTUS Conferencing Centre, and commission new public artworks.

Bethlem Gallery Projects is a not-for-profit company limited by guarantee and an independent charity. Significant in-kind support is given by South London and Maudsley NHS Foundation Trust. We are core-funded by Maudsley Charity, and receive support from Arts Council England, trusts, foundations and individual supporters.

‘The opportunities you have given me are incredible and it's no exaggeration to say they have changed my direction in life and how I think about myself as an artist.’

‘The gallery's not doing decorative work. It's work that causes people to think, and hopefully to act differently.’

Bethlem Gallery Artists

THE ROLE

This is a key new role within the gallery team. The operations manager will support the Director in the day to day running of the Gallery. The post is responsible for managing the public gallery and studio space, commercial operations, human resources and governance.

OPERATIONAL

- Manage studio, gallery, stores (including collections storage) and office spaces efficiently and ethically
- Work with the director and wider team to ensure effective systems across the gallery online and offline
- Manage staff rotas and bookings
- Coordinate and facilitate internal communications processes (including staff meetings, development, implementation and evaluation of policies and procedures).
- Manage budgets and orders relating to operational activities.

- Oversee and ensure sustainable, economical and ethical procurement, purchasing and processes.
- Manage key supplier relationships including IT, insurance.
- Act as project manager for any capital development works (eg upgrading storage or future plans)
- Line manage the front of house coordinator (a role shared with the Bethlem Museum of the Mind), Front of House Saturday assistant, comms manager, finance officer.

SYSTEMS AND LEGAL

- Act as company secretary, ensuring all the legal responsibilities of the organisation are met with regard to charity, company, health and safety, equal opportunities, data protection and anti-discrimination laws. Attend board meetings and other governance groups as necessary.
- As Health & Safety Coordinator, ensure that Bethlem Gallery's health and safety policy and procedures are up to date and adhered to.
- Carry out annual fire risk assessment and implement any necessary works/actions
- Support annual updates to Bethlem Gallery's Safeguarding Policy and act as the Safeguarding Senior Officer
- Lead on all aspects of HR, including recruitment and staff policies
- Support the director in risk management and reporting
- Lead on signing off all contractual arrangements
- Ensure that all of the Gallery's operations meet current legal requirements and that insurances and other legal frameworks are in place.

BUSINESS DEVELOPMENT

- Support the development and implementation of business strategy and planning
- Lead on the development of earned income generation including, but not exclusively, art sales, studio hire, consultancy as well as presence at external events and art fairs
- Support the Director and wider team with evaluation and reporting for key funders.
- Support the Director with key stakeholder events as appropriate
- Manage staff reviews, training and development with the Director and Board representatives

WITH THE REST OF THE TEAM

- Support the artists we work with: get to know them and their practice
- Uphold collective responsibility, knowledge sharing and collaborative team working across the organisation
- Keep updated on organisational policies and procedures, including health and safety, inclusion, confidentiality
- Contribute to developing the profile and outcomes of the Gallery and its work in the arts and health sectors and beyond
- Aim for a best practice approach in all that we do. Support the Gallery to become increasingly open, inclusive and accessible in terms of practice, policy and communications

- Be committed to social justice and environmental sustainability through our programme, process, plans and policies.
- Engage in continuing professional development, seeking to stay up to date with developments and best practice in your area of work
- Be committed to our organisational vision and values:

OUR VISION

An equitable society where art and mental health are a valued part of every day.

OUR MISSION

We work with artists to lead change in health and society.

OUR VALUES

We are a visual arts organisation that strives to:

Advocate: we value and support artists and arts practice, advocate for the position of art and artists in society.

Be Equitable: we strive to act ethically, inclusively and allocate resources, time and care equitably.

Be Ambitious: we aim for excellence in artistic practice and want the best for the people we work with. We are imaginative, reflective, collaborative, multidisciplinary, and take creative risks.

PERSON SPECIFICATION

Skills, Experience and Knowledge Required

- At least three years' experience working at senior management level in a charity/arts setting (Essential)
- Experience of managing a venue – eg knowledge of Health and Safety law, risk assessments, procuring insurance and contracts, and supporting front of house colleagues (Essential)
- Experience of line managing staff (Essential)
- Experience and skill in revising, developing and implementing policies and plans (Essential)
- Experience of using a range of apps, eg excel, xero (Essential)
- Excellent communication, administration and project management skills (Essential)
- Understanding of the legal requirements for charities (Essential)
- Excellent numeracy and financial awareness (Essential)
- Ability to work across a range of activities simultaneously, prioritise and meet deadlines. (Essential)

- Experience of increasing commercial revenue (Desirable)
- Knowledge of arts and mental health sectors' issues and priorities. (Desirable)

Personal attributes

- Honest, reliable, kind, collaborative and efficient
- Strong interpersonal skills
- Flexible and adaptable, able to adjust quickly to changing priorities and cope with complexity and change
- Ability to work at both operational and strategic levels
- Commitment to, and understanding of Confidentiality, Equal Opportunities and inclusion Policies
- Understanding of personal strengths and weaknesses and a commitment to personal development.
- Able to work flexible hours including evenings where required
- Alignment with the vision, mission and values of Bethlem Gallery.

Benefits

We'll contribute 5% to your pension. You will be entitled to 25 days of annual leave plus bank holidays. We offer flexible working hours within reason. We have monthly team reflexive practice sessions and access to NHS and cultural sector training opportunities.

Safer recruitment

All positions are offered subject to meeting the following conditions:

- Proof that you are eligible to work in the UK
- Satisfactory references covering the past two years
- A satisfactory DBS check.

HOW TO APPLY

If you are a skillful and caring arts/charity professional who is excited by the work we do and meet the essential criteria then we would love to hear from you.

We particularly welcome and encourage applications from candidates from the global majority, who are currently underrepresented within our team.

If you're worried you do not fit all the criteria but do have relevant experience that could make you a great candidate, we encourage you to apply.

To apply please send a CV and covering letter explaining how you meet the requirements of the job to director@bethlemgallery.com.

We welcome applications in written, audio or video formats. To submit applications in an

alternative format, to request information in an alternative format or to discuss any reasonable adjustments in the recruitment process please email director@bethlemgallery.com.

We will be holding a **Q&A session** on Zoom for those who want to find out more about the role on Thursday 16 May at 12 midday. Link:
<https://us02web.zoom.us/j/88252059834?pwd=bFdDV0FENS9UZEJYQWJHbWxmOW4zdz09>
Meeting ID: 882 5205 9834
Passcode: 096993

This Q&A session will be recorded and will be posted the following week on the website at <https://bethlemgallery.com/about/work-with-us/>

Deadline for applications: 9am Monday 3 June 2024

Interviews will be held on: TBC 17 June 2024

Thank you for your interest in working with us.