

**OPEN  
EYE  
GALLERY**



**PHOTO  
BIENNIAL  
2019**

**RETAIL AND EVENTS COORDINATOR —**  
**JOB DESCRIPTION/PERSON**  
**SPECIFICATION**

### 1. Post

Post:	Retail and Events Coordinator		
Contract:	Permanent contract, 6 months probation. Working Tuesday - Saturday		
Salary:	From £15,500 - £17,500 depending on experience	Closing Date:	31.03.19
Benefits:	25 days annual leave plus bank holidays, NEST pension scheme		

### 2. Supervisory responsibilities/position in structure

Responsible to:	Executive Director
Responsible for:	Placements and volunteers as required

### 3. Main function of job (Note: in addition to these functions employees are required to carry out such other duties as may reasonably be required)

The Retail and Events Coordinator will be responsible for managing the shop and front of house, alongside coordinating events with both the Open Eye Gallery team, and external partners.

### 4. Main duties

Duties/Responsibilities
<p><b>Retail and Venue Hire</b></p> <ul style="list-style-type: none"><li>• Responsible for driving the performance of income streams by increasing sales through Open Eye Gallery's shop, and where possible, venue hire.</li><li>• Maximising profit, controlling expenditure and delivering excellent customer service.</li><li>• Proactively seek out new opportunities for income generation.</li><li>• Work collaboratively with the finance team to ensure effective and efficient financial controls, systems and processes are followed for all income streams.</li><li>• Prepare and manage relevant budgets, ensuring that cost are monitored and controlled, and maintain accurate records to inform planning.</li><li>• To be responsible for the overall front of house area, in accordance with policies, procedures and guidelines. Adhering to all Health and Safety, and fire regulations.</li><li>• To encourage and inspire staff and volunteers to take a keen interest in the shop and its success.</li><li>• Visual merchandising and developing shop stock.</li></ul>
<p><b>Events</b></p> <ul style="list-style-type: none"><li>• Coordinate with the Open Eye Gallery team all Open Eye Gallery events including; book fairs, festivals, conferences, product launches, fundraising and social events, ensuring the smooth running of those events.</li><li>• Work with Operations Coordinator ensuring all legal, insurance and health and safety obligations are adhered to.</li><li>• Coordinating staff requirements and staff briefings.</li><li>• Liaising with Marketing and Communications Coordinator on events promotion.</li><li>• To work alongside external partners in delivering events.</li></ul>

- Manage the event on the day, including setting up, instructing external contractors and internal staff, handling client queries and troubleshooting on the day of the event.
- Overseeing the dismantling and removal of the event and clearing the venue efficiently.
- Post-event evaluation (including data entry and analysis, and producing reports for event stakeholders).

**Other Duties**

- Work as a key member of the gallery team and contribute to the achievement of its objectives.
- Open and close the gallery, and be a key holder.
- Monitor CCTV and security measures; reporting any concerns or incidents to the Operations Coordinator or Mann Island Security Team.
- Perform light cleaning where required; including maintaining the appearance of the shop, reception area and galleries – ensuring all public facilities (including toilets) are presented to the highest standards.
- Any other duties that may be reasonably required by the Executive Director.

The job description is not meant to be exhaustive: it will form the basis of objective setting in your performance management reviews and will be reviewed in the light of experience.

The job description will be reviewed as necessary and may be amended to meet the changing needs of the organisation. It will also be used as the basis for determination of objectives and the contents will be used as part of a performance development review.

**5. Requirements to carry out job**

Essential or desirable indicated against each requirement	E	D
<b>Experience:</b>		
At least 1 year’s experience of delivering front-of-house, retail operations or working in a customer-facing environment	√	
At least 1 year’s experience working in a coordinator role	√	
Experience of working with suppliers		√
Experience working with external partners		√
<b>Specialist Training:</b>		
First Aid		√
Fire Marshall		√
Financial Administration		√
<b>Skills:</b>		

Excellent IT skills	√	
Experience of using point of sales systems		√
Sales and/or marketing skills		√
The ability to manage budgets	√	
The ability to work under pressure and prioritise a varied workload	√	
Excellent organisation skills	√	
Strong numeracy skills	√	
Good written and verbal communication skills	√	
Excellent interpersonal skills	√	
Ability to think creatively	√	
Ability to solve problems and work under own initiative	√	
Commitment to the arts and ability to inspire others about the work of Open Eye Gallery	√	