



**Van Gogh House**  
**Part Time Duty Manager Post – Application Information**

**Background**

Vincent Van Gogh lived at 87 Hackford Road from 1873-4 as a young man working for art dealers Goupil and Sons in Covent Garden. The house is a now site of global historical significance as part of an international Van Gogh archive. Beyond this, 87 Hackford Road has its own interesting history, having survived the blitz and post war redevelopment, and providing a home for 6 families since it's construction in the 1824. Purchased in 2012 in a derelict state, the site has been renovated by conservation architects. As well as providing access to an important heritage site, the mission of Van Gogh House London is to actively support living artists and craftspeople. Since opening in May 2019, the house has hosted theatre events, exhibitions and artists' residencies as well as regular timed entry tours. We also have a gallery, sister site San Mei Gallery that supports emerging artists through its exhibition and engagement programmes. More information about our programmes can be found at [vangoghhouse.co.uk](http://vangoghhouse.co.uk) and [sanmeigallery.com](http://sanmeigallery.com)

Van Gogh House is a small site and in order to make sure it is protected, we run a limited number of guided timed entry tours each month. These enable us to provide access to the house in a way that is sensitive to the fabric of the building and the local community in Hackford Road. Volunteer guides help lead our house tours, which take in a short walk to set the context for the house, followed by a tour of 87 Hackford Road. The tour lasts about an hour and 15 minutes.

We hope that the tours provide a unique insight into Van Gogh's everyday existence at this time, as well as a glimpse into the way ordinary people lived in Victorian London. We have a tour script that we have carefully developed and amended over time with our volunteer team. Our visitors are diverse and come from all over the world to visit the house, and so leading the tours is always an interesting and enriching experience for guides.

Following a long period of closure to the public due to the pandemic, we are now looking forward to welcoming visitors back into the house with a new and extended programme of timed entry tours, creative workshops and talks.

We are looking for a responsible and reliable person with experience of working in the arts and dealing with the public, who has excellent communication and

administration skills to be our on-site Duty Manager when we are open for tours and events. The role will involve welcoming visitors and ensuring they have a safe and enjoyable visit, preparing the house for events and tours, supporting volunteer guides and delivering tours, handling shop sales and signing visitors up to our Van Gogh Friends scheme and carrying out administrative tasks to support tours and events etc.

We need someone who is able to work flexible hours for at least one weekend per month from 9.00 am to 5.30 pm and other weekdays and evenings when events take place in Van Gogh. Initially we are offering a minimum of 4 days per month for this role.

There is a possibility that the tours may be extended to cover additional weekends as the year progresses. There is also scope for the Duty Manager role to extend to covering events at our gallery space San Mei Gallery in Loughborough Road as our programme grows over the coming year.

We are committed to equality and diversity in our staff team and organisation and encourage applications from people who are underrepresented in the Arts and Heritage Sector. We regret however, that Van Gogh House is a Grade II listed property with narrow corridors and numerous stairs and limited physical access. Wheelchair or step free access is not possible.

If you are interested, please see application details below. The application deadline is **12 midnight on Sunday May 9th, 2021**. Please note that in order to minimise our administrative time (we are a small staff team) we have set aside **Wednesday May 19<sup>th</sup>** for interviews.

## **Part Time Duty Manager - Job Description and Personal Specification**

### **Job Description**

#### **Dealing with the public**

- Act as a first point of call for visitors to the house and create a welcoming and friendly environment for the public
- Serve and assist all visitors
- Deliver Van Gogh House tours and shorter house introductions at events and special visits as required or when Volunteer Tour Guides are not available
- Welcome volunteers and make sure they have everything they need to undertake tours
- Book and sell tickets for public events and sign in visitors where appropriate
- Signpost visitors to the shop, sell merchandise and encourage visitors to make donations to support our work.
- Encourage and assist visitors to sign up to our mailing list and to our Friends Scheme
- Assist with the safe management of crowded areas and queues ensure safe distancing and Covid 10 protocol are being followed as required.

- 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, responding positively to these issues with visitors, reporting them to the Co-ordination Director.
- While on duty, to be responsible for making sure that the building's Emergency Procedures are followed: for example, if there is a fire.
- Deal with any visitor complaints or issues in a calm and respectful way

### **Administration**

- Undertaking administration, for example, scheduling and setting up Eventbrite tickets, emails to attendees, refunds and admin of ticket vouchers as directed by the Creative Director and other staff as appropriate
- Production of copy for website, newsletters and social media platforms
- Administration of Van Gogh House Friends scheme, including sending out Friends packs and materials to newly signed up Friends
- Setting up and overseeing volunteer rotas and cover for other events at Van Gogh House
- Stock control and administration of Van Gogh Shop stock as required
- Carry out any other administrative tasks as required to support events and access to Van Gogh House. This might include event and hire administration, printing and preparation of preparing exhibition packs, sorting out catering and equipment with our suppliers.
- Administration of shop payments via iZettle

### **Building Management**

- Assisting with cleaning and preparing the house for opening, and tidying, disposing of rubbish recycling and making sure the house is clean and tidy at the end of tours
- Responsibility for the security of the house – locking up and setting the alarm on leaving the house
- Reporting any repairs or maintenance issues in the building to the Co-ordination Director and from time to time arranging for repairs and access for repairpersons.
- Preparing and setting out the Shop during tours events and other visits
- Providing support to events meetings and hires by putting out Audio Visual Equipment, Furniture and other equipment for hires

### **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 Co-ordination Director
- 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 Co-ordination Director 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, safety and well-being 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 take responsibility, stay calm and be reliable
- Ability to interact with people with diverse needs, backgrounds, cultures and experiences in a way that is inclusive and respectful
- Commitment to making sure everyone who visits feels equally welcome and receives the same standard of care and service regardless of their colour, age, religion, sex, or disability
- 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 website packages (e.g., WordPress), social media and Eventbrite
- Ability to carry out minor repairs and experience of building management

### **Reports to:**

Co-ordination Director and Special Projects Manager

**Hours of work:**

A minimum of four days or 28 hours per month with the offer of additional hours as the programme expands.

Applicants must be willing to work weekends and evenings. Initially the post holder will need to cover four days (9am – 6 pm) with a lunchbreak, Saturday and Sunday on the last weekend of the month, and to cover other events during the month with flexibility about any remaining hours. We would like to extend the tours to cover two weekends per month in future and would want the Duty Manager to be able to cover these days.

**Terms and conditions:**

PAYE contract, £22000 pro rata

**Application:**

Please apply by submitting a CV and covering e mail stating why you want the post and demonstrating how you meet the personal specification. (Please make sure you address the points in the personal specification out lined above)

Please make sure you provide two referees (including one that recent employer) and their contact details

Please e mail your application to [info@vangoghhouse.co.uk](mailto:info@vangoghhouse.co.uk) . Please make sure the Subject space reads: **Application for Duty Manager Post** followed by **your name**

Applications must be received by **12 midnight Sunday May 9<sup>th</sup>**. We regret that late applications cannot be accepted.

**Shortlisting Interviews:**

Interview date: **Wednesday 19<sup>th</sup> of May 2021**

We are a small staff team, so we've set aside this day for interviews and would ask prospective applicants to keep this in mind when applying

**Start date:**

We are expecting a busy summer and we want to get the new Duty Manager in post as soon as we can. If possible, we'd like to start the Duty Manager induction on May 29<sup>th</sup> with a day of shadowing tours and seeing the house open to visitors.