

SLG

APPLICATION PACK FOR OPERATIONS MANAGER

Closing date: Friday 29 August 2025, 5pm



Supported using public funding by
**ARTS COUNCIL
ENGLAND**



Firelei Báez: Sueño de la Madrugada (A Midnight's Dream), 2024. South London Gallery. Photo: Above Ground



Leonardo Drew: Ubiquity II, South London Gallery, 2025. Photo: Andy Stagg

HOW TO APPLY

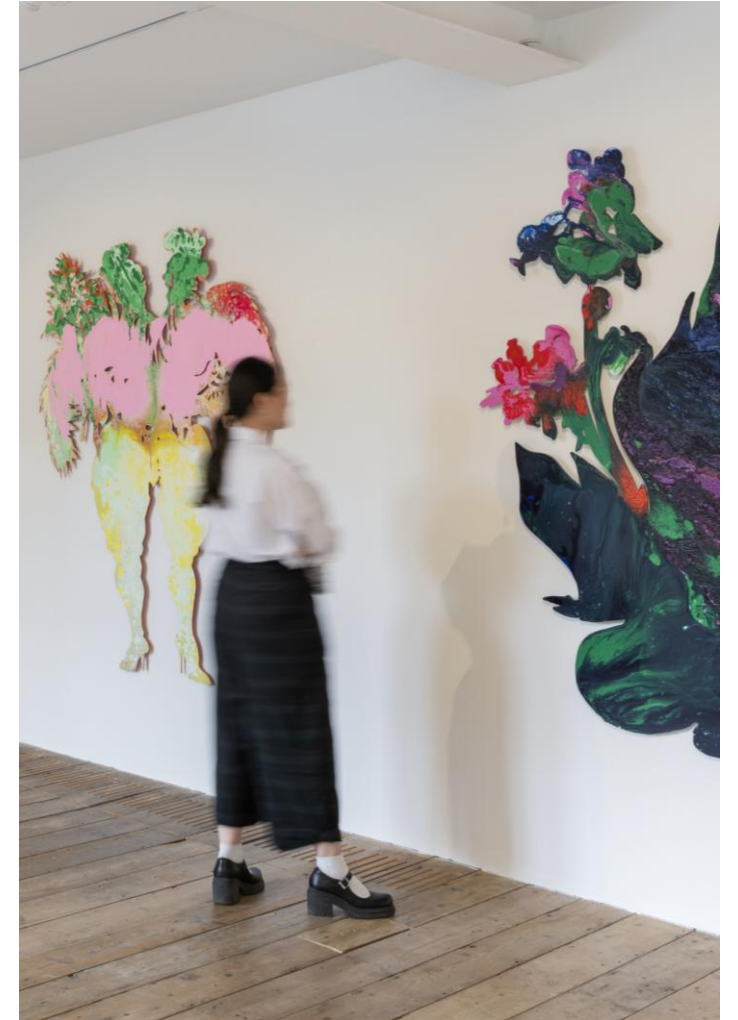
1. Please **visit** <https://www.southlondongallery.org/jobs/> to download an Applicant Details Form and Application Form.
2. Please **email both completed forms to:**
recruitment@southlondongallery.org
3. Please also complete the anonymous, online equal opportunities monitoring form here:
<https://www.surveymonkey.com/r/M3Y6B2H>

The closing date for applications is **Friday 29 August, 5pm**. Applications received after that time cannot be considered.

An online information session about the role will take place on **Tuesday 12 August**, 6pm. Please register here:
<https://www.eventbrite.co.uk/e/slg-operations-manager-vacancy-information-session-tickets-1537559855919>

If you have any queries regarding the process or the role please contact Craig Jones, HR Manager on 020 7703 6120 or at recruitment@southlondongallery.org

July 2025: Operations Manager



Firelei Báez: Sueño de la Madrugada (A Midnight's Dream), 2024.

Photo: Above Ground



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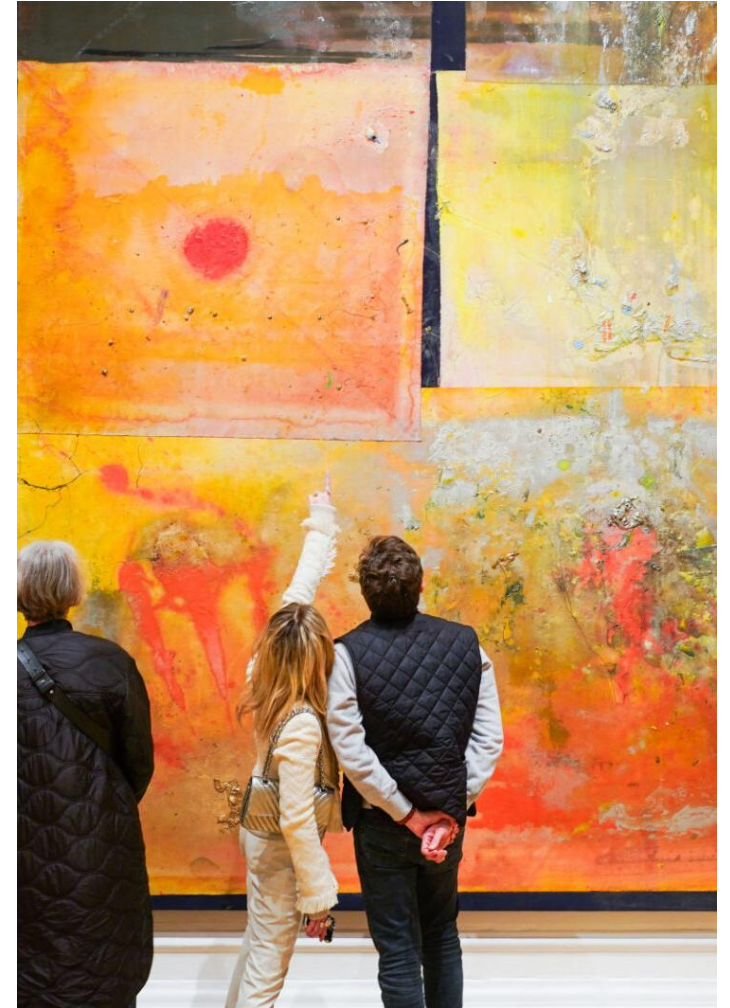
CANDIDATE

ABOUT THE SOUTH LONDON GALLERY

July 2025: Operations Manager

The South London Gallery (SLG) is a locally, nationally and internationally recognised centre for contemporary art with an acclaimed and award-winning education programme.

Founded in 1891 as a purpose-built gallery, the original site has expanded to include the Clore Studio and a café (since 2010); an artist-designed garden (opened in 2016); the Fire Station (opened in 2018); and Art Block, a space for local children and families on Sceaux Gardens estate.



Frank Bowling, Skid, 2024. South London Gallery, Photo: George Groves.

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ABOUT THE SOUTH LONDON GALLERY

July 2025: Operations Manager

“The gallery has a rigorous international programme, but still feels very local. It is very much about the area and the people that live around it.”

Ryan Gander, Artist

The year-round exhibitions programme showcases the best in international contemporary art, complemented by an events programme for people of all ages and interests. The gallery’s emphasis is on presenting new work by British and international artists, often by those who have rarely or never had a solo show in a London institution. Group shows bring together works by established and lesser-known British and international artists, whilst an ongoing residency programme provides opportunities for artists to develop new work and exhibit at the SLG.



South London Gallery, Photo: Andy Stagg.



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EQUITY, DIVERSITY AND INCLUSION

July 2025: Operations Manager

We particularly encourage and welcome applications from people from backgrounds which are underrepresented in museums and galleries, including people from low-income backgrounds, people from Black, Asian and ethnically diverse backgrounds and disabled people.

The SLG **fosters varied perspectives and experiences**, encouraging open conversations and active listening practices. We believe everybody is entitled to **feel welcome and safe** at the SLG and confident to express their authentic selves. We are committed to achieving diversity across our staff, board, programmes and audiences, to reflect society.

We aim to create a working environment that enables us to challenge structures and practices, to ensure that diversity is at the forefront of our organisation. We strive to be **fully inclusive and to proactively counter discrimination**.

After interviews, if it is necessary to select between candidates of equal merit, where known, we may select a candidate from a group that is underrepresented within our workforce.



Emerging Conversations, 2025. South London Gallery. Photo: Betty Zapata

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WHY WORK AT THE SLG

July 2025: Operations Manager

1. Competitive salary with a yearly review

2. 26 days annual leave plus bank holidays – increasing to 29 days after 5 years' service

3. Agile working policy – the option to work from home up to 2 days per week

4. Discounts at the SLG's bookshop and cafe

5. Access to discounts at a range of high street retailers and supermarkets

6. Access to free and discounted events including theatre, concerts, comedy and sporting events

7. Cycle to work scheme

8. 6% pension employer contribution

9. Wellbeing support – Employee Assistance Programme & trained Mental Health First Aiders



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JOB ROLE

Job Title:	Operations Manager
Duration:	Permanent
Hours:	Full time 35 hours per week Monday – Friday
Salary Scale:	£36,839 – £42,781 <i>Appointments are made at the start of the salary scale, with annual pay progression through the scale based on satisfactory performance. The pay scale is reviewed annually in the light of cost of living and operational budgets.</i>
Pension:	6% employer pension contribution
Holiday:	26 days plus bank holidays
Reports to:	Deputy Director
Line Manages:	Operations Supervisors, Gallery Technician, Front of House staff and Cleaners

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Nairy Baghramian: Jumbled Alphabet, 2024. South London Gallery.
Photo: Jo Underhill

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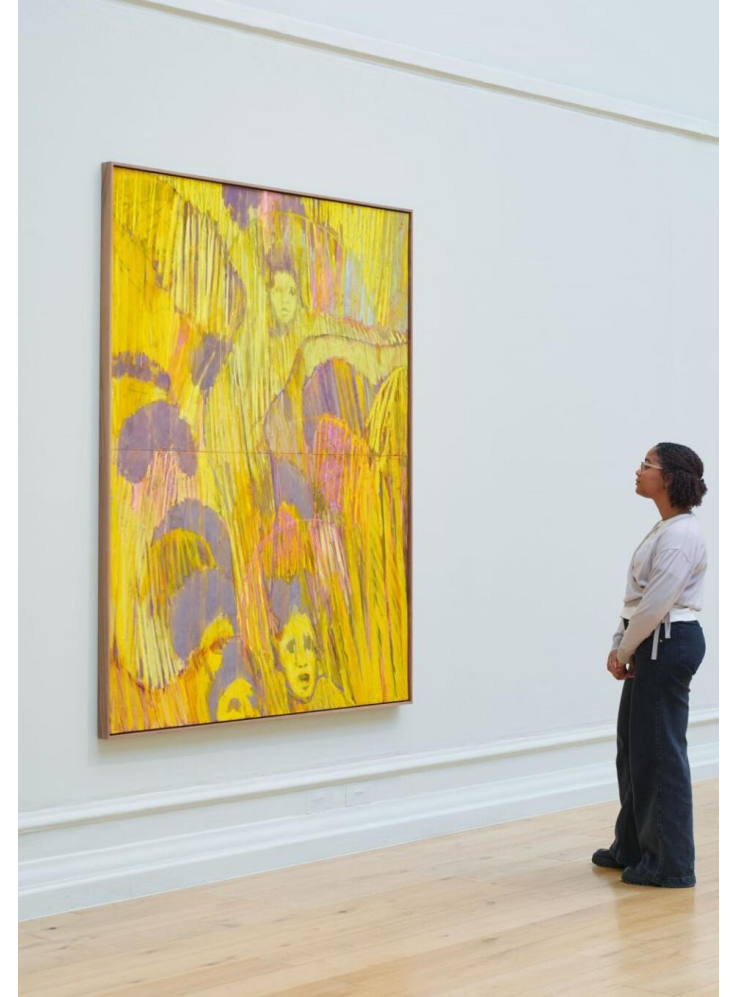
JOB ROLE

The Operations Manager is a key role within the team, ensuring the effective and efficient management of the SLG's three sites: the Main Gallery, the Fire Station and Art Block. This includes managing the maintenance and upkeep of the SLG's Grade II listed buildings and artist-designed gardens, as well as leading the Front of House team to ensure that the SLG provides a welcoming and inclusive environment for all visitors and a high quality of visitor experience.

The Operations Manager works closely with the Deputy Director and manages a team comprising two Operations Supervisors, the Gallery Technician and contracted and casual Front of House staff and Cleaners. The role takes the lead on the implementation and monitoring of the SLG's environment and sustainability policy and contributes to organisation-wide work towards the SLG's equity, diversity and inclusion objectives.

The post holder will be required to be an appointed first aider and a fire marshal, as well as a primary keyholder. They may, therefore, be called upon for out of hours emergencies. Appropriate training will be given.

July 2025: Operations Manager



Christina Kimeze: Between Wood and Wheel, 2025. South London Gallery.
Photo: Andy Stagg



South London Gallery Bookshop. Photo: Dan Weill

KEY TASKS AND RESPONSIBILITIES

July 2025: Operations Manager

Visitor Services

- Oversee the SLG visitor experience, ensuring the highest standards of customer service and security
- Manage visitor feedback and complaints procedures efficiently and professionally
- With the support of the Operations Supervisors and HR Manager, oversee the recruitment, training and supervision of Duty Managers and Gallery Assistants, to ensure high standards of service
- Manage the Front of House staff rota, with support from the Operations Supervisors
- Act as an admin for SLG's rota system, RotaCloud, managing rotas, company, leave, attendance and report settings
- Lead on the collection of visitor attendance figures, providing reports as required including audience figures for Arts Council England
- Ensure that visitor surveys are carried out and reported
- Monitor and report on the quality of the visitor experience and use feedback to ensure continuous improvement

Gallery Operations

- Oversee planning for the use of the gallery's buildings and gardens, leading on regular cross-department planning meetings and ensuring appropriate staff and resources are booked for events
- Work with the Programme and Communications teams to plan invigilation, access requirements and information for exhibitions
- Organise exhibition openings, in close collaboration with the Programme and Development teams
- Organise tours and events for visitor groups

Finance

- Manage the Front of House & Cleaners' time sheets through RotaCloud and prepare payroll instructions, supported by the Operations Supervisors
- Record, monitor and control spending within the Front of House, admin and building budgets
- Draft budgets for future planning for review with the Deputy Director
- Generate quarterly recharge reports for Front of House shifts, disseminating across the organisation

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KEY TASKS AND RESPONSIBILITIES

July 2025: Operations Manager

Facilities Management

- Work with the Deputy Director and Gallery Technician to review and develop building maintenance and improvement plans
- Oversee the maintenance of the buildings and gardens, implementing planned maintenance and repairs, responding to unplanned issues as they arise
- Manage contracts and relationships with external contractors
- Oversee the Operations Supervisors to ensure high standards of presentation are maintained throughout all areas, supporting them with training and supervising Front of House staff and Cleaners
- Ensure the effective management of security arrangements and procedures, act as a contact for out of hours queries and manage locking-up procedures
- Manage gallery's licences, including the premises licence, music licences, radio licence and marriage licence
- Maintain and develop user manuals for the buildings with support from the Operations Supervisors
- Support the Deputy Director with annual renewal of insurance policies
- Work closely with the Deputy Director on capital development programmes, liaising with contractors and coordinating works
- Lead the relationship with the SLG's IT support provider and, working with the Operations Supervisors oversee IT systems, maintenance and upgrades.

Environment & Sustainability

- Lead the review and implementation of the SLG's environment & sustainability policy, monitoring environmental performance and building on improvements to carbon emissions, waste management, energy saving strategies and ethical procurement
- Convene and chair meetings of the SLG's Green Committee and environment & sustainability meetings
- Collect and submit relevant data to Arts Council England and Gallery Climate Coalition on an annual basis
- Lead on the SLG's relationship with environmental reporting groups and networks, such as Julie's Bicycle and Gallery Climate Coalition

KEY TASKS AND RESPONSIBILITIES

July 2025: Operations Manager

Health & Safety

- Work with the Deputy Director to regularly update and embed the SLG's health and safety policy
- Conduct and regularly review evacuation plans, emergency response protocols, static risk assessments and coordinate risk assessments for programme related work
- Liaise with the café operators to organise relevant aspects of equipment maintenance and ensure compliance with security and emergency procedures
- Oversee fire alarms, drills and testing, and evacuation procedures for all SLG sites
- Keep appropriate maintenance records e.g. fire log- books, lift certificates, electrical and gas certificates etc.
- Ensure compliance documentation is up to date and available for inspection
- Ensure the safety and security of visitors and artworks, arranging training for Front of House staff and implementing safety and security procedures
- Manage incident and accident reporting providing regular reports to the Deputy Director and other colleagues where relevant.

General Responsibilities

- Be inclusive and anti-racist, and operate in accordance with the SLG's access and diversity, safeguarding, employment, health and safety, equal opportunities and other practices, policies and procedures;
- Take responsibility for own administration, devise and implement appropriate processes and procedures to achieve agreed objectives;
- Maintain a commitment to training and professional development;
- Be an advocate and effective representative of the SLG at professional events as well as private views and previews and evening and weekend events;
- Have the ability to work evenings and weekends when required, for which TOIL (time of in lieu) will be given;
- Attend relevant staff meetings, reporting on relevant areas of work and disseminating information where required;
- Act as a keyholder as appropriate and required;
- Undertaking other duties as may be reasonably required.



South London Louie, 2022. Photo: Dan Weil

PERSON SPECIFICATION

July 2025: Operations Manager

This is a guide for the kind of skills and experience we would like you to have. We are looking for a candidate that meets the majority of the criteria, but you don't have to meet all the criteria to be considered.

Knowledge & Experience

1. Experience of recruiting, training and Line Managing a team

2. Experience of organising, planning and prioritising workloads and meeting deadlines

3. Experience of maintaining a public building or venue

4. Proven ability to manage and work within budgets

5. Knowledge and understanding of health and safety legislation

6. First aid trained

7. Knowledge of contemporary visual arts

8. Experience in leading environment & sustainability initiatives

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Skills & Attributes

- 1.** Commitment to promoting and delivering diversity and inclusion across all areas of the SLG
- 2.** Excellent interpersonal communication skills
- 3.** Ability to confidently manage, motivate and support colleagues
- 4.** Ability to respond calmly and sensitively to evolving, challenging situations
- 5.** Well organised with strong problem-solving skills
- 6.** Reliable, flexible and punctual
- 7.** Strong numeracy skills, with experience of using MS Excel
- 8.** Strong technical & practical skills e.g. troubleshooting IT systems