

SLG

APPLICATION PACK FOR DUTY MANAGERS (CASUAL)



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

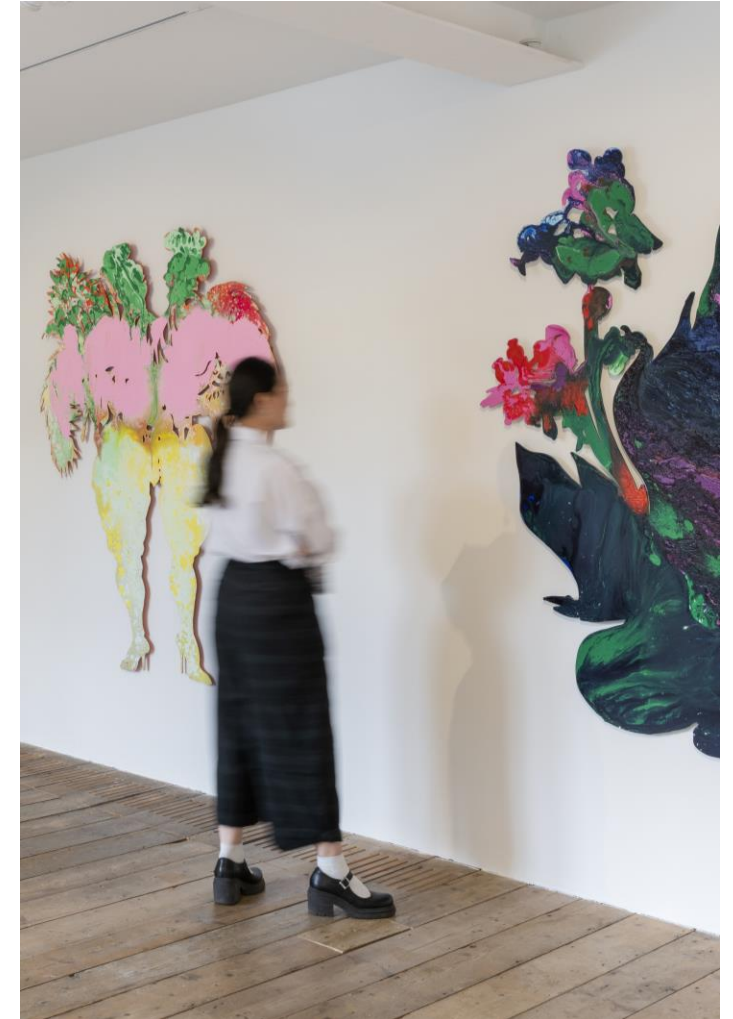
1. Please **visit** <https://www.southlondongallery.org/jobs/> to download an Applicant Details Form and Application Form.
2. Please **email both completed forms to:** recruitment@southlondongallery.org
3. Please also complete the anonymous, online equal opportunities monitoring form here: <https://www.surveymonkey.com/r/77K6MDZ>

The closing date for applications is **Friday 7 November, 5pm**. Applications received after that time cannot be considered.

An online information session about the role will take place on Thursday 30 October, 6pm. [Please register using this link](#).

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

October 2025: Duty Managers



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



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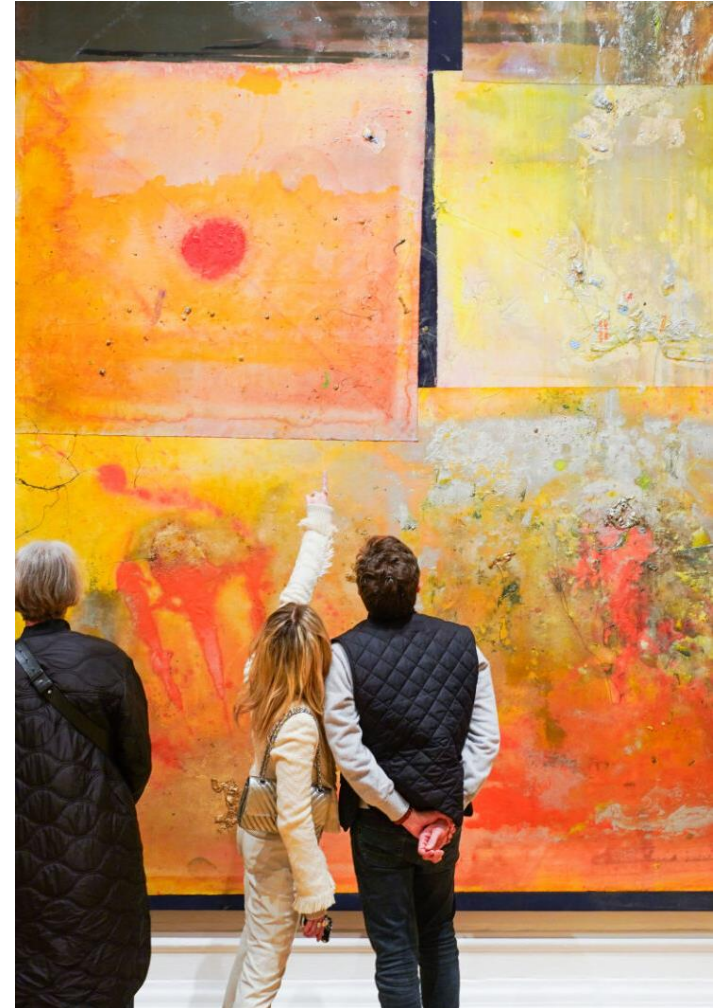
CANDIDATE

ABOUT THE SOUTH LONDON GALLERY

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.

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

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ABOUT THE SOUTH LONDON GALLERY

“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.

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South London Gallery, Photo: Andy Stagg.



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EQUITY, DIVERSITY AND INCLUSION

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**.

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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

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1. Competitive salary with a yearly review

2. Free fruit, cereal, tea and coffee available in the staff kitchens

3. Union recognition with BECTU

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: Duty Manager (Casual)

Salary: £15.03 per hour*

Reports to: Operations Supervisors (and Line Managed by Operations Manager)

Place of Work: South London Gallery, 65-67 Peckham Road, London, SE5 8UH

A casual agreement is designed to enable flexibility. Work is available on an ad hoc basis to cover shifts when there may be increased demand, additional events or when permanent staff members are absent or on leave. The successful candidates will be paid for work they undertake but are not obligated to work set hours in any week. The amount of work will be dependent on shift availability and the SLG is not obliged to guarantee any hours before shifts become available.

This appointment is subject to a satisfactory DBS check

**rising to £15.49 per hour after 1 years' service and 250 hours in the role*

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

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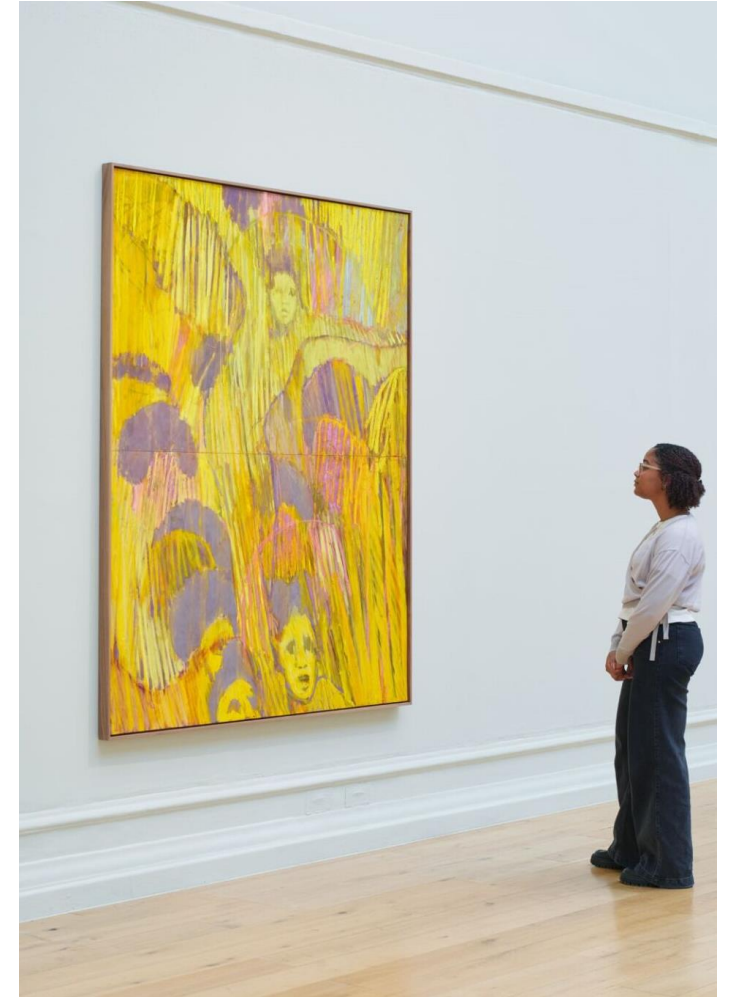
JOB ROLE

Shifts will include exhibition previews, special events, and covering absences within our team of permanent Duty Managers. The primary responsibility of Duty Managers is to support Gallery Assistants in providing a warm and inclusive welcome to all visitors to the SLG, while ensuring the safety of the public and the security of the artworks.

Responsibilities include supporting the Operations team, supervising the Front of House team, working on the front desk and in the bookshop, invigilating when covering Gallery Assistant breaks, and assisting with the setup and delivery of events and private hires. Shifts will vary and may take place during the day, in the evenings, or on weekends. The role may also involve delivering gallery tours to visitors on the SLG's history and current exhibitions; training will be provided.

The ideal candidate will enjoy engaging with the public and have an interest in contemporary art. They will thrive in a vibrant, often fast-paced gallery environment. Previous experience working in a public building or in a customer- or visitor-facing role is preferable. A commitment to learning about and effectively communicating the SLG's programme is essential.

October 2025: Duty Managers



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



South London Gallery Bookshop. Photo: Dan Weill

KEY TASKS AND RESPONSIBILITIES

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Visitor Services & Invigilation

- be an informed and approachable representative of the SLG;
- oversee the Front of House rota for the shift, finding cover as required;
- supervise and support Front of House staff on duty, ensuring the highest standards of customer service are communicated and delivered at all times;
- ensure the protection of artwork and visitor safety in line with SLG policies and risk assessments;
- lead gallery tours for individuals and groups as required;
- provide additional Front of House resource and/or cover where required across all spaces including the galleries, bookshop/reception, Orozco Garden and events/workshops;
- and ensure all complaints are dealt with in line with the SLG's standards of customer care.

Events

- set up rooms for events (furniture, AV requirements etc); ensure all rooms are clear at the end of the day and ready for the following day's bookings;
- and liaise with relevant SLG colleagues, café staff and event partners on the day of the event to ensure that everyone's needs are efficiently met.

- following the SLG procedures, be responsible for locking and unlocking the gallery including operation of the intruder alarm systems;
- be responsible for fire safety and act as a Fire Warden in the event of an emergency;
- liaise with police and/or fire brigade in the event of a security or fire event;
- uphold the SLG's security protocol including the incident report procedure;
- ensure that the SLG's health and safety protocol is adhered to at all times including the accident report procedure;
- complete daily Duty Manager and incident reports;
- and undertake general administration duties to support gallery operations as required and delegated.

KEY TASKS AND RESPONSIBILITIES

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General Responsibilities

- Act as a keyholder as appropriate and required;
- Be inclusive and anti-racist, and operate in accordance with the SLG's equity, diversity & inclusion, safeguarding, employment, health and safety, equal opportunities and other practices, policies and procedures;
- take an active role in supporting the SLG's environment & sustainability initiatives
- Where agreed, attend staff meetings, report on relevant areas of work and disseminate information as required;
- Maintain a commitment to training and professional development;
- Be an advocate and effective representative of the SLG at private views, previews, other evening and weekend events and at external professional events as appropriate;
- Have the ability to work evenings and weekends; and
- Undertake other duties as may be reasonably required.





South London Louie, 2022. Photo: Dan Weil

PERSON SPECIFICATION

October 2025: Duty Managers

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 providing excellent customer service in a public-facing environment

2. Passion for exceeding visitor expectations

3. Experience of maintaining a public building or venue

4. First aid and Fire Marshall trained

5. Knowledge of contemporary visual arts

6. Willingness to support 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 support and motivate 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. Ability and willingness to actively engage with visitors
8. Good technical & practical skills e.g. troubleshooting AV equipment