

SLG

APPLICATION PACK FOR OPERATIONS SUPERVISOR

Closing date: Tuesday 21 October 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

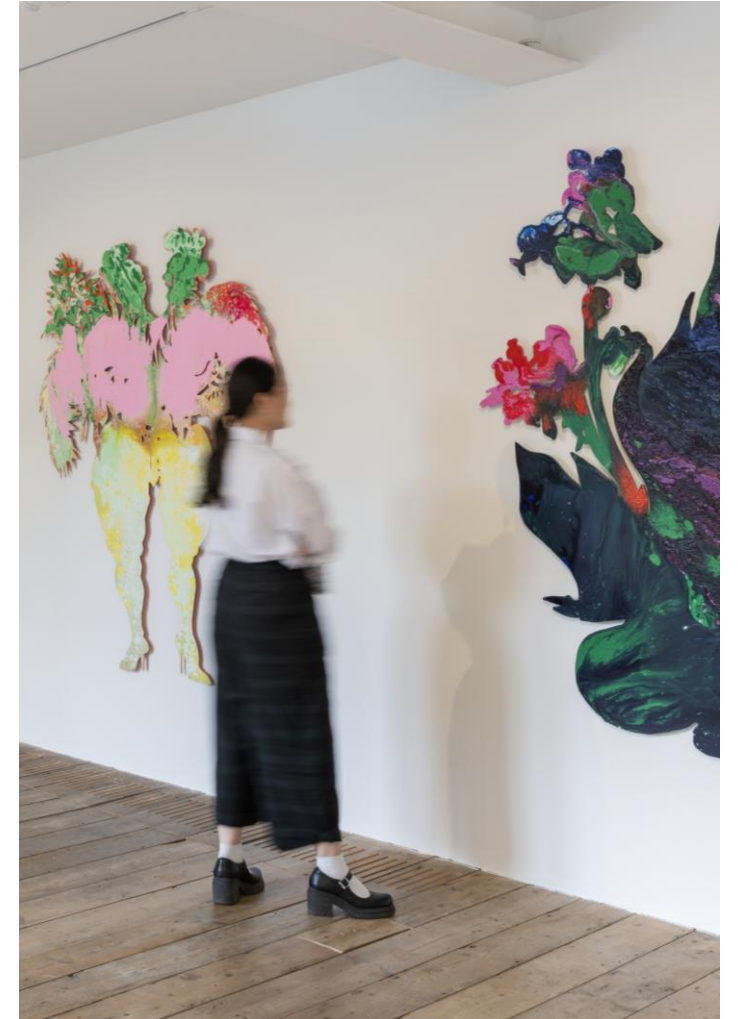
1. Please **visit** <https://www.southlondongallery.org/jobs/> to download an Applicant Details Form and Application Form.
2. Please **email both completed forms to:**
recruitment@southlondongallery.org
3. Please also complete the anonymous, online equal opportunities monitoring form here:
<https://www.surveymonkey.com/r/FPK3Q8T>

The closing date for applications is **Tuesday 21 October, 5pm**. Applications received after that time cannot be considered.

An online information session about the role will take place on **Monday 6 October**, 6pm. Please register here:
<https://www.eventbrite.co.uk/e/1753130272839?aff=oddttdtcreator>

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

September 2025: Operations Supervisor



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

Photo: Above Ground



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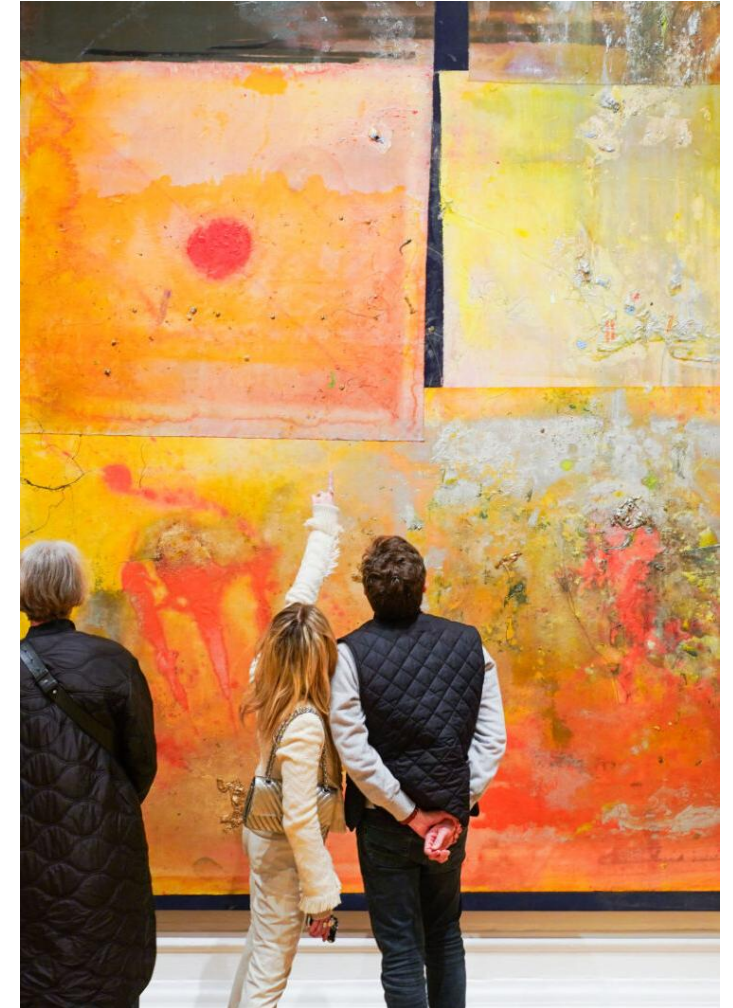
CANDIDATE

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.

September 2025: Operations Supervisor



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.

September 2025: Operations Supervisor



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

September 2025: Operations Supervisor

1. Competitive salary with a yearly review

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

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:	Operations Supervisor
Duration:	Permanent
Hours:	10.30am – 6.30pm, Wednesday - Saturday, plus 9 hours per year for exhibition openings
Salary Scale:	£30,892 – £33,672 pro rata*
Pension:	6% employer pension contribution
Holiday:	26 days plus bank holidays pro rata
Reports to:	Operations Manager

**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.*

September 2025: Operations Supervisor



Nairy Baghramian: Jumbled Alphabet, 2024. South London Gallery.

Photo: Jo Underhill

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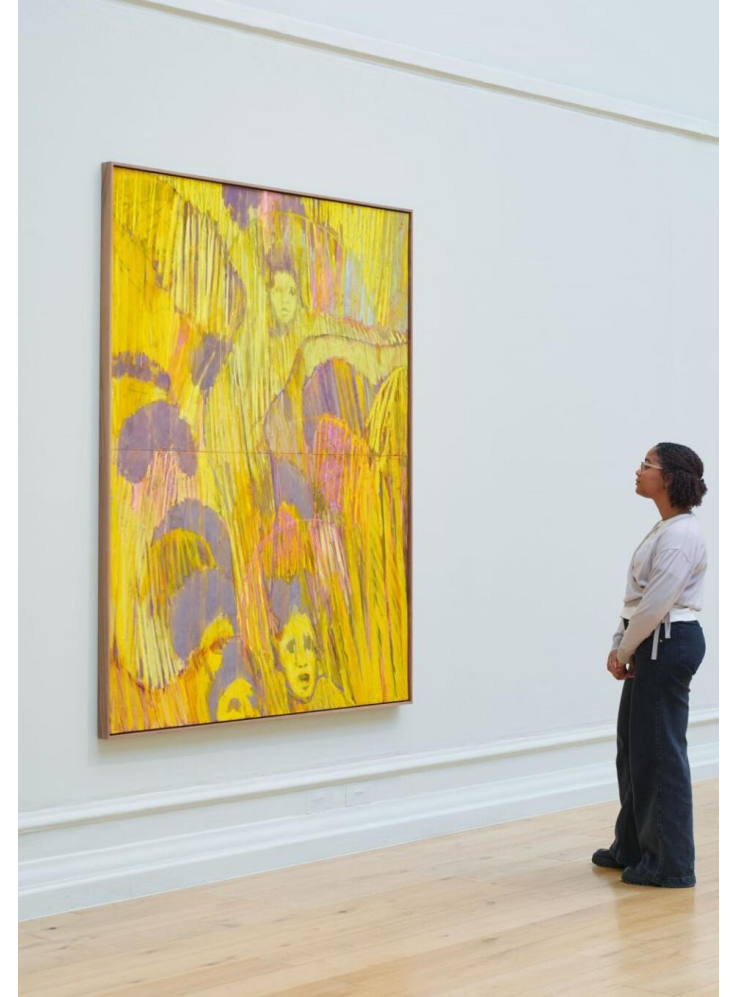
JOB ROLE

The Operations Supervisor is a key role within the South London Gallery Operations team, assisting the Operations Manager to ensure the effective and efficient management of the SLG's three sites – the Main Gallery, Fire Station and Art Block.

The Operations Supervisor is responsible for the maintenance and upkeep of the buildings and gardens, and supervising the Front of House team and Cleaners to ensure that the SLG provides a welcoming and inclusive environment for all visitors and a high quality of visitor experience.

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. This is a part-time role, with two Supervisors working together to provide coverage across the entire week.

September 2025: Operations Supervisor



Christina Kimeze: *Between Wood and Wheel*, 2025. South London Gallery.

Photo: Andy Stagg



South London Gallery Bookshop. Photo: Dan Weill

KEY TASKS AND RESPONSIBILITIES

September 2025: Operations Supervisor

Visitor Services

- Be an informed and approachable representative of the SLG;
- Supervise and support Front of House staff, ensuring the highest standards of customer service;
- Support Front of House staff to ensure the protection of artwork and visitor safety in line with SLG policies and risk assessments; -
- Be responsible for reviewing and reporting any changes or damage to artwork, which may include maintenance of IT/AV equipment;
- Facilitate and co-ordinate tour introductions led by the Front of House team and / or curators ;
- Cover for Front of House staff (gallery and shop) where required (for example during tours, sickness and/or breaks);
- Ensure visitor complaints are dealt with in line with the SLG's standards of customer care;
- Complete Duty Manager daily reports; follow up on delegated report actions;
- Update visitor statistics spreadsheets daily, take responsibility for collecting relevant visitor data;
- Update the beam counter data spreadsheet weekly;
- Record visitor comments and feedback and disseminate feedback to the wider SLG team.
- Take responsibility for advertising and allocating casual shifts on the Front of House rota; and
- Support the Operations Manager with the preparation of monthly timesheets for the FOH team.

Buildings & Facilities

- Be responsible for daily locking and unlocking of the gallery including operation of the intruder alarm systems;
- Undertake general maintenance tasks and ensure the upkeep of the SLG's buildings, facilities and gardens;
- Support the implementation of planned maintenance programmes, coordinating agreed aspects and undertaking a range of technical and practical duties;
- Undertake daily building checks; be proactive in identifying the source of building and facilities issues and resolve in person where possible; where appropriate and agreed, book external contractors to resolve issues in a timely manner;
- Research, plan and facilitate the onsite work of external contractors;
- Ensure high standards of tidiness, cleanliness and presentation are always maintained in both public and private spaces; ensure any issues are rectified promptly;
- Assist the Operations Manager and HR Manager in the management of SLG's cleaners, often acting as a first port of call. This can include reporting sickness absence, confirming annual leave and arranging the allocation of shifts.
- Support the Operations Manager, Gallery Technical Manager and other SLG staff in maintaining the tidiness of store areas;
- Be responsible for fire safety, in line with Fire Alarm and Evacuation procedures, and act as a Fire Warden in the event of an emergency;

KEY TASKS AND RESPONSIBILITIES

September 2025: Operations Supervisor

- Support the Operations Manager to keep and maintain appropriate records of any maintenance conducted
- Support the Operations Manager in the implementation of the SLG's Environment & Sustainability Action Plan
- Work closely with the Operations to ensure SLG an accessible space for all visitors
- Liaise with police and/or fire brigade in the event of a security or fire event;
- Uphold the SLG's security protocol including incident reporting procedures;
- Ensure that the SLG's health and safety protocol is adhered to at all times including the accident report procedure.

Events

- Liaise with the Operations Manager and other colleagues with regards to Front of House operations to ensure that the needs of events across the gallery (Programme, Communities & Learning and Development etc.) are efficiently met;
- Where necessary and requested, liaise with partners who may be staging events within the gallery; and
- Set up, or oversee the set-up of, 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

General Responsibilities

- Deputise for the Operations Manager as required;
- Act as a keyholder as appropriate and required;
- 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 an active role in contributing to the SLG's Environmental & Sustainability goals, in line with the Environmental Action Plan
- Take responsibility for own administration, devise and implement appropriate processes and procedures to achieve agreed objectives;
- 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

September 2025: Operations Supervisor

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 support for a diverse team

2. Experience of planning and prioritising workloads

3. Experience of maintaining a public building or venue

4. Experience of facilitating and supporting event management

5. Knowledge and understanding of health and safety legislation

6. First aid and Fire Marshall trained

7. Knowledge of contemporary visual arts

8. Experience in supporting 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 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 Office
8. Strong technical skills e.g. troubleshooting IT systems, AV equipment