Visitor Services Assistant Manager
Henry Moore Institute, Leeds

INFORMATION FOR CANDIDATES
May 2024
Advertisement

Visitor Services Assistant Manager

Full Time (5 days/wk) or Part Time (4 days/wk) including some weekend working;  
Salary: £23,660 p.a. for full time (pro-rata for part time hours) + 12.5% pension contribution + other benefits;  
Location: Henry Moore Institute, Leeds city centre

This is an exciting opportunity to join in a new role at the Henry Moore Institute, one of the world's leading centres for the study of sculpture, offering a programme of exhibitions that complements and animates a broad range of research activities.

The Visitor Services Assistant Manager works alongside the Visitor Services Manager in providing the welcoming public face for all visitors to the Institute, and in the absence of the Visitor Services Manager is responsible for supervising the Front of House team. You will help to ensure that the facilities, staffing and other resources offered are of the highest possible standard. Under the direction of the Licensing and Retail Manager, you will have day to day responsibility for the Henry Moore Institute’s retail space.

We are looking for a highly organised ‘people’ person who can lead by example with an exemplary customer welcome and convey a keen interest in the arts, while also helping to deliver a profitable retail operation which contributes to the overall visitor experience.

The successful candidate will have at least two years’ experience of supervising a team and overseeing retail in a customer-facing operation, together with an understanding of visitor engagement. You will enjoy working with the public and be able to remain calm in all situations. Experience of working in a cultural or charitable organisation is desirable, as is a keen interest in modern and contemporary art.

We value a diverse workforce and welcome applications from all sections of the community and under-represented groups.

If you are excited by this opportunity and have the skills and experience we’re looking for, then take a look at the application pack where you’ll find more information about the job and how to apply.

The application pack and form are available on our website: https://henry-moore.org/jobs/

CLOSING DATE FOR APPLICATIONS: 10am, Tuesday 28 May 2024.

INTERVIEWS: Tuesday 4 June 2024 at Henry Moore Institute, Leeds city centre
1. **Introduction**

   “Henry Moore changed the way we see sculpture. His Foundation continues to do so today.”

   The Henry Moore Foundation was established by one of the greatest sculptors of the twentieth century. Today it is the largest artist-endowed grant-giving foundation in Europe. At the Foundation, we would like as many people as possible to enjoy and appreciate sculpture and in particular the work of Britain’s greatest sculptor, Henry Moore. We want to inspire and inform people of all ages and backgrounds, whether they have an interest in the arts, are studying sculpture or visiting with their family for a day out. We want to extend our reach to worldwide audiences through international touring of our collection; and to support the development of sculpture through our grants programme. We have bold ambitions that require us to capitalise on our assets in order to achieve these aims.

   The Henry Moore Foundation is a registered charity, founded by the artist in 1977, in the last decade of his life, to encourage public appreciation of the visual arts, and in particular the works of Henry Moore. Our primary objectives are to preserve Moore's legacy at his home in Hertfordshire and through exhibitions of the Henry Moore Collections worldwide; supporting the study of sculpture and research at the Henry Moore Institute in Leeds; and awarding grants to sculpture projects in the UK and abroad.

2. **The Henry Moore Institute, Leeds**

   The Henry Moore Institute is a world-recognised centre for the study of sculpture, where we aim to make a significant impact on the future of art history, placing sculpture right at the centre. We achieve this through a programme of exhibitions, engagement and research that consistently re-thinks how we understand sculpture today, continuing Moore's legacy by making sculpture a necessary and relevant part of contemporary culture.

   The Institute is firmly rooted in Yorkshire, where we work in partnership with Leeds Art Gallery to manage their sculpture collection and archive of sculptors’ papers alongside the Henry Moore Institute library. Together with a year-round exhibitions programme, these facilities provide an important research centre.

   The Institute attracts over 100,000 visitors each year with free admission.

   The Institute is currently closed for an ambitious refurbishment project designed to elevate our spaces and redefine the audience experience; reopening in Summer 2024.

   ![Architect’s image of the new welcome space and shop at the Henry Moore Institute. Image: courtesy Group Ginger](image-url)
3. **Henry Moore Studios and Gardens, Perry Green**

Perry Green is the small hamlet near Much Hadham in rural East Hertfordshire, where Henry Moore made his home. Moore lived in Hoglands with his family for nearly half a century and created his extraordinary sculptures, prints and drawings in the various studios within the grounds. In 1977 Perry Green became the headquarters of the Henry Moore Foundation.

We welcome around 23,000 visitors plus 2,000 school children to Henry Moore Studios & Gardens each summer season, where they experience Moore’s home and studios and learn about his monumental bronze sculptures sited in the natural environment as he preferred. Our grounds cover 72 acres of beautiful countryside, from natural meadows and woodland to formal gardens, and include the Sheep Field Barn Gallery, where visitors can discover more

4. **Grants**

Our grants programme continues Moore’s legacy by supporting the growth and development of sculpture (historical, modern and contemporary) and through funding research that expands the appreciation of sculpture.

5. **Principal Aims of Role**

The **Visitor Services Assistant Manager** supports the Visitor Services Manager in providing exemplary customer care for all visitors to the Henry Moore Institute and in the absence of the Visitor Services Manager is responsible for supervising the Front of House team. The post-holder works closely with Programme and Operations colleagues to ensure that the facilities, staffing and other resources offered are of the highest possible standard and are able to be safely enjoyed by all. Under the direction of the Licensing and Retail Manager they have day to day responsibility for Henry Moore Institute’s (HMI) retail space.

6. **Job Description**

- Maintain and promote exemplary customer care and handle any issues, complaints or emergencies calmly and swiftly, according to training and guidelines.
- Duty Management of all public spaces at the Institute (galleries, seminar room, library and archive and studio workshop).
- When acting as Duty Manager, to be the first point of welcome for visitors during opening times, ensuring the smooth running of Front of House and retail operations at HMI.
- Supervise Front of House staff in the absence of the Visitor Services Manager.
- Help visitors get orientated within our building and ensure they are aware of the breadth of our offer (exhibitions, Library, Archive, Events and Leeds Art Gallery).
- In liaison with the Engagement Curator, arrange and where required, lead educational tours of the exhibitions.
- Handle all incoming calls and web enquiries, assisting with the provision of information or passing onto relevant colleagues as required.
- To support public safety through the implementation of agreed procedures, including emergency evacuation.
- To assist with maintaining the security, presentation and safety of the Henry Moore Institute and exhibitions.
• Ensure that all public areas offer a welcoming environment to visitors and are clean, tidy and smartly presented during all open times, reporting any maintenance required to the Operations Manager.
• Ensure appropriate visitor signage in liaison with the Marketing and Communications Manager.
• Day-to-day management of the EPOS system (Merlin) including overseeing the checking of all retail deliveries; stock and inventory management, including accurate record keeping, sales reporting and the annual stock-take.
• To be responsible for till and cash management including daily EPOS cash/credit card reconciliations and banking.
• In liaison with the Licensing and Retail Manager and the Web Editor and Developer, assist with the online shop, adding products for sale and fulfilling orders as necessary.
• Managing the relationship with publishers including remainder books, sale or return stock and periodicals.
• Provide cover for the library team when sole workers are on breaks.
• Any other duties that may reasonably be required.

7. **Person Specification**
The following experience, knowledge, skills and values are essential (E), or desirable (D) to fulfil this role:

- At least 2 years’ experience of supervising a team, together with an understanding of visitor and facilities management (E)
- Commitment to the delivery of the highest standard of customer service (E)
- Ability to work collaboratively and effectively as part of a team (E)
- Excellent communication, negotiation and interpersonal skills (E)
- Experience in EPOS systems or cash control and stock management (E)
- Duty management or supervisory experience in an Arts/Cultural environment (D)
- An understanding of best practice around access provision (D)
- First Aid trained (D)
- An interest in contemporary art (D)

Additionally, we expect all our employees to share and work to our core values:

- Generous & Inclusive: work together, share across teams, nurture relationships and enable others
- Respect & Value: be ethical, respect differences, listen to others and acknowledge effort
- Visionary & Creative: forward thinking, enthusiastic, keep learning, inspire and engage others

8. **Line Management**
This post-holder reports to the Visitor Services Manager.

The Visitor Services Assistant Manager has no direct reports but supervises the Front of
House team in the absence of the Visitor Services Manager.

9. Hours of Work
The normal working week is 35 hours worked as 5 x (7 hour) days or part time (28 hrs/wk worked as 4 x (7 hour) days). The post-holder will work alternate weekends (or as determined by the duty management roster), with time off in lieu during the week. Normal hours are worked from 9.30/9.45am to 5.30/5.45pm including one hour (unpaid) for breaks.

10. Basic Terms and Conditions
- This is a permanent full time (35 hrs/5 days/wk) or part time (28 hrs/4 days/wk) position. (The salary and leave entitlement for part time working will be on pro rata terms).
- The salary offered for the full time position is £23,660 (£18,928 for 28 hrs/wk).
- The normal working week is 35 hours (see section 9), from 9.30/9.45am to 5.30/5.45pm, including one hour (unpaid) for breaks. Hybrid home-working is not available in this role.
- You will be required to work alternate weekends (or as determined by the duty management roster), with time off in lieu during the week.
- On occasions where hours may be required to be worked over and above the contracted hours per week, time off in lieu may be requested. Time off in lieu must be taken within reasonable time and cannot be allowed to accrue over one month. No payment will be made in lieu of un-used ‘time off in lieu’.
- 23 days’ paid leave per annum plus the Bank Holidays in England plus three additional days at the discretion of management (usually offered between Christmas and New Year when the Foundation’s offices are closed). Leave entitlement for part time working will be on pro rata terms. The leave year runs from 1 April to 31 March.
- Probationary period of 6 months.
- Notice period of one calendar month or one week during the probationary period.
- New employees are auto-enrolled into a contributory pension scheme through Scottish Widows. Employer contributions are generous at 12.5% (paid by tax efficient salary sacrifice). Employees are required to pay a contribution of 5% (you can pay more if you wish). The scheme offers lifestyle flexibility, with excellent online facilities provided by Scottish Widows, enabling employees to keep in touch with the performance of their pension. All employees are advised to make contributions into a pension scheme. You may opt out if you choose to do so. Further details will be given to appointed candidates.
- The place of work is the Henry Moore Institute, 74 The Headrow, Leeds, LS1 3AH.
- The selected candidate will be required to provide a passport and proof of address or other evidence to show that they are eligible to work in the UK.
- The selected candidate will be required to undertake a DBS (Disclosure and Barring Service) check before permanent employment will be confirmed; employment will not be unreasonably withheld, but if the DBS check discloses any findings that are relevant to the employment and which were not declared on the job application form or at the time of an offer of employment, then this may result in the withdrawal of an offer of employment.
11. **Staff Benefits**

- We want everyone to be the very best that they can be and we will work closely with you to agree some clear performance goals which provide you with continual development. We support you on your development at work and your career goals.
- Enhanced benefits for maternity, paternity and adoption pay.
- Generous employer pension contribution of 12.5%.
- Time off for family emergencies (unpaid) and compassionate leave (paid) is awarded in the unfortunate event of the death of a direct family member.
- Free access to our 24-hour confidential personal assistance and counselling scheme offering a wide range of support services e.g. managing money, retirement, returning to work after a break, bereavement, advice with caring for relatives, divorce, abuse, etc.
- Company sick pay (includes SSP) on the completion of 6 months’ service.
- Income Protection insurance covers up to 50% of your salary if you are absent due to sickness from the 7th month of absence up to 5 years (subject to HMF terms and conditions and acceptance onto the scheme by the insurers).
- Life insurance provides your family with financial support should you die while in our employment (subject to HMF terms and conditions and acceptance onto the scheme by the insurers).
- Vouchers for a free eye sight test for DSE (Display Screen Equipment) users.
- Interest-free loan of up to £1,000 to assist with the purchase of annual travel tickets, a car, bicycle or personal computer/laptop.
- 20% Discount in the HMF book/gift shops.

12. **Application Process**

If you are interested in this position and, having read the job specification, you have the credentials to meet the requirements of the role, we would be delighted to receive an application from you. Please apply using the application form supplied, no CVs please.

When completing the form it would be helpful if you could address the requirements of the person specification and tell us about any gaps in your employment history. Thank you.

Further information about the Henry Moore Foundation is available at our website: [http://www.henry-moore.org](http://www.henry-moore.org)

Please return your completed form (no CVs please) to Louise Olley at recruitment@henry-moore.org by 10am Tuesday 28 May 2024.

Interviews will take place for shortlisted candidates in Leeds on **Tuesday 4 June 2024**.

Thank you for your interest in the Foundation.

Human Resources Department, Henry Moore Foundation