

IKON

Ikon, one of the UK's leading international contemporary art galleries, seeks dynamic and creative individuals to work during our forthcoming exhibitions by artists Polly Apfelbaum and Haroon Mirza in the post of:

Information Assistant (temporary), Salary £8.06 per hour

Ikon has a long-standing commitment to diversity in its programming, producing, staffing and community engagement. We actively seek applications from the widest range of applicants.

The successful candidate will have an outgoing personality, an interest in contemporary visual arts, be reliable and well organised with excellent attention to detail. They will be confident in providing an informative and friendly welcome to all visitors to Ikon alongside exhibition invigilation, duty person responsibilities, maintaining the security of exhibitions and undertaking reception duties. The postholder will be required to work on a shift/rota basis (including weekends and occasional evenings), averaging 29 hours per week. This is an exhibition-based contract (September 2018 – February 2019).

Application deadline: Monday 30 July 2018, 11am

Interviews: Thursday 9 August 2018

Start date: Monday 10 September 2018

For a full Job Description and details of how to apply please visit:

www.ikon-gallery.org/about/jobs or call 0121 248 0708

Ikon is committed to Equal Opportunities and positively welcomes applications from all sectors of the community. Ikon Gallery Limited trading as Ikon, registered charity no. 528892. Ikon is funded by Arts Council England and Birmingham City Council.

IKON

Information Assistant (temporary)

Key objectives:

- To provide an excellent visitor experience and the highest possible standards of customer service.
- To act as key holder, providing timely and security conscious opening and closing of the building and galleries.
- To provide a safe and secure environment for staff and visitors.

Responsible to:

The postholder is responsible to the Visitor Services Manager.

Key outputs:

Invigilation

- Interpretation and ensuring a high quality visitor experience
- Ensuring that the galleries and exhibitions are ready for visitors at opening times
- Ensuring security of exhibits
- Ensuring exhibits are displayed and operating correctly as intended
- Alerting appropriate staff of any potential problems
- Answering questions regarding the organisation and the exhibitions, suggesting other sources of information if required
- Researching and delivering 15 minute Spotlight Tours and group visit tours as required

Duty Person

The Duty Person (DP) role is assigned to one Information Assistant on a daily rotational basis whenever the building is open for staff and visitors, Tuesday to Sunday, special evening events plus Bank Holidays.

The role provides the following operational co-ordination:

- Keyholder for opening and closing down the building
- First Aid
- Chief Fire Marshalling
- First point of contact to deal with incidents
- Ensure security procedures are followed
- Arrange invigilator cover for unforeseen absences
- Set up door access fobs

Reception Duties

Deal efficiently and effectively with all telephone and reception enquiries including:

- Directing enquiries to other staff as appropriate
- Ensuring the information, reception and staff areas are kept well stocked, clean and tidy at all times
- Maintaining signing in and out system for all staff and their visitors

Other

- Undertake visitor surveys as required by the marketing team
- Attend staff and other meetings feeding back information on visitor response to exhibitions
- Operate in accordance with Ikon's employment, Health and Safety, equal opportunities and other practices, policies and procedures
- To carry out any other duties commensurate with job role

- Maintain a safe and secure environment for staff and visitors in accordance with Ikon's health and safety policies and codes of practice
- Support inductions to new colleagues when required

Required competences:

Develop productive working relationships

- Build effective working relationships with others to ensure efficient and successful operations
- Develop the trust and support of colleagues and team members
- Develop the trust and support of your supervisor
- Minimise interpersonal conflict

Support the work of a team

- Work effectively with other people
- Contribute to good practice in the team
- Support other people in their work

Contribute to the maintenance of a healthy, safe and productive working environment for self, visitors and customers

- Monitor and maintain a safe, healthy and secure working environment
- Minimise danger in the event of an emergency
- Reduce discomfort and risks arising from accidents and signs of illness
- Review workplace assessment of risk
- Monitor and maintain an effective and efficient working environment

Manage your work and development

- Plan your work to meet requirements
- Carry out your work to meet requirements
- Develop your own work

Develop self to improve performance

- Identify and agree own development needs

- Undertake training as appropriate
- Implement and review a personal development plan

Arts and cultural sector

- A good understanding of the arts and cultural sector
- A commitment to and knowledge of contemporary art

Ikon requires all staff to obtain a Government Disclosure and Barring Service (DBS) check, in accordance with Ikon's Child and Vulnerable Adults Protection Policy. You will be required to provide the necessary documentation for the DBS check to be carried out. Ikon will cover the cost of obtaining the DBS check and reserves the right to request additional checks at any time in the future.

IKON

An Overview of Ikon

1. Brief History

Ikon Gallery is one of Britain's foremost galleries for presenting innovative contemporary visual arts. Renowned nationally and internationally for its exhibition, learning and off-site programmes, it has received numerous awards and prizes in recognition of its commitment to increasing access to challenging new art work.

Since Ikon first opened in Birmingham's Bull Ring Centre in the 1960s, it has grown in size and reputation, moving premises four times. Ikon is a very different organisation now to that which arrived at its gallery premises on Brindleyplace, Birmingham in early 1998. It is more outgoing and internationalist than ever before, whilst at the same time being locally engaged and committed to its role as a producer. As a venue Ikon Gallery is increasingly acknowledged as the heart of an extensive network of activity. Its off-site programme – including projects located in the public realm, touring and collaborations and educational outreach – is crucial to Ikon's identity. Ikon, as ever, asserts a dynamic relationship with art, aspiring as much to accessibility as it does to excellence.

Ikon has galleries on two floors, providing 440 m² of exhibition space. There is a dedicated learning events room, a resource area for interpretative material, a popular and successful café run by Café Opus which opens onto a terrace, a bookshop, workshops and offices. The building offers full access for people with disabilities.

Regarded as one of Arts Council's 'flag-ship' contemporary art organisations, Ikon receives core funding from Arts Council England and Birmingham City Council. Ikon is a limited company and a registered educational charity.

Identified within its current Strategic Plan 2015-18, the aims to:

Exhibit, initiate, promote and support new and innovative contemporary art from Britain and abroad

Develop dynamic and committed relationships between art, artists and audiences

Provide a unique space for contemporary art of international significance, playing a key role in the cultural life of Birmingham and the West Midlands

Offer access for everyone

2. Artistic and Organisational Policy

Ikon is committed to the presentation of an innovative contemporary arts programme of national and international relevance, within a vital regional context.

Ikon is committed equally to the needs of artists and audiences. It actively seeks opportunities for the production of new art work. It is committed to the presentation of art work according to principles of excellence, aiming to make it as accessible as possible to audiences from a broad range of social backgrounds.

Ikon is the centre for an expansive and integrated programme, including offsite and touring projects, educational and interpretative activities, as well as gallery-based exhibitions.

Ikon's management and organisational structure is concerned essentially with the most efficient facilitation of the artistic programme.

3. Artistic programme

Ikon's gallery programme now consists of approximately four exhibitions per year, in addition to occasional performances and other events. There have been a number of surveys of established artists including Arturo Herrera, Hurvin Anderson, Imran Qureshi, Julian Opie, Cornelia Parker, On Kawara, Giovanni Anselmo and Frederic Bruly Bouabré, as well as early outings for emerging artists such as Alice Cattaneo, Juneau Projects, Ignasi Aballi, Christiane Baumgartner, Bedwyr Williams and Ruth Claxton. Across the board exhibitions often feature new work, often commissioned by Ikon.

Our video programme has developed considerably, reflecting our acknowledgement of the foothold video now enjoys in contemporary art practice. The galleries themselves have often been the location for performance work, including artists such as Oleg Kulik, Tadasu Takemine, Marie Kool, Lorna Stewart, Mark Lockett and Richard Jenkinson.

A significant recent development in Ikon's gallery programme has seen the presentation of historical material amongst exhibitions otherwise of work by contemporary/living artists including John Flaxman, Thomas Bewick and Kitagawa Utamara. In this way we convey how understandings of art history and contemporary practice inform each other, thus taking a leaf from programmes of performing arts – music, theatre, ballet etc. – in which old and new work are usually mixed.

Ikon Off-site has been a consistent and integral part of the artistic programme since 2000. It aims to make the diversity of contemporary art accessible to audiences who might never normally enter a traditional gallery space. The programme has involved a second venue, Ikon Eastside, which sadly we had to close in March 2011.

4. Learning

Learning is at the heart of Ikon's activities, stimulating public interest in and understanding of contemporary visual art. The Learning team aim to build a meaningful relationship with Ikon's audience enabling them to access, discuss and reflect on contemporary art.

Overall, our learning activity asserts the importance of personal experience celebrates creativity and engenders an enthusiasm for knowledge. Through the availability of various interpretative prompts – curatorial comment, participatory activity, artists' writings etc – imaginative audience response is encouraged. Talks, tours, off-site projects, targeted workshops and seminars, each designed to build and develop ongoing dialogue, provide the actual space in which this diverse learning activity takes place.

This core programme, along with a variety of innovative off-site projects in schools and community settings, plays a key role in genuinely engaging with people of all backgrounds. Ikon's audience is diverse, ranging from postgraduate art students to first-time gallery-goers and activity is designed with such a range of interest groups and needs in mind. A current major initiative involves Ikon's Youth Programme participating in a programme of activity focussed on a long boat on the local canal network.

5. Marketing & Communications

Marketing has focused on a number of key areas including raising the press and media profile of the entire programme of activity, both in arts and non-arts press/media. Off-site and Learning programmes have been integrated into the marketing strategy, raising the profile of these areas of Ikon's work and positioning them with equal importance alongside the exhibition programme. Printed materials have been developed strategically, to publicise different areas of the programme and to ensure consistency and reiteration of brand identity. This work has increased profile dramatically, with Ikon featuring in major press and media on a regular basis. Audience development strategies have focused on collaborations with numerous organisations including marketing consortia, corporate partners, arts organisations and festivals locally, nationally and internationally. Ikon's web site, re-launched in 2013, now includes interpretative resources and an on-line shop selling Ikon catalogues and limited editions.

6. Shop

Ikon Shop is Birmingham's only specialist art bookshop, stocking a wide range of books, cards, artists' multiples, magazines and gifts relating to art, design, photography, fashion, architecture and contemporary culture. Ikon Shop is the only place to find the complete stock of past Ikon catalogues. Limited edition artists' prints and Ikon publications are also available to buy online, along with a range of books, cards and seasonal stock.

7. Management

Ikon is run by a Board, the composition of which aims to reflect a broad spectrum of expertise: artistic, business and administrative. There is a statutory Risk Committee that oversees financial and personnel matters.

The Director has overall responsibility for Ikon's activity. He is concerned particularly with shaping artistic and organisational policy, developing and maintaining links with external organisations, profile and fundraising and ensuring that other members of staff work with a high degree of personal responsibility.

The Deputy Director leads the commercial and financial functions of the organisation and is responsible for personnel, operational management, administrative procedures and structures, insurance, legal issues, and contributes to development and fundraising. With the Director, she is involved in the formulation of strategic, financial and managerial planning. The Deputy Director is Company Secretary.

The Director directly manages the programming and marketing team. He works closely with Heads of Departments on the formulation, organisation and administration of exhibitions, off-site/touring, education and interpretation programmes. The Programme Manager and Exhibitions Assistant provide administrative support for projects undertaken by the Director and organise transport and touring of exhibitions initiated by Ikon.

The Learning Co-ordinators work with the Head of Learning to ensure the accessibility of Ikon projects in all programme areas. The Learning team are supported by the Learning Assistant. The Visitor Services Manager manages a core team of Information Assistants who act as Duty People, provide reception cover and invigilate the galleries. The Visitor Services Manager also manages the Front of House rota and liaises with the Head of Learning to facilitate any training requirements.

The Head of Communications is responsible for developing and implementing Ikon's marketing and communications strategy to achieve the organisation's objectives. The Exhibitions team works closely with the Head of Communications whose primary function is to implement the gallery's marketing and PR strategy. The Communications Manager and an external PR agency, Pelham Communications, support the Head of Communications in the implementation of Ikon's marketing and communications plans. The Head of Communications is supported by the Development & Events Manager who organises hire and sponsorship activities.

The Deputy Director manages the Facilities, Front of House, Shop and Administration teams. The Head of Operations is responsible for the maintenance and security of all the gallery's assets, health and safety, Front of House and installation of exhibitions and other projects.

The Head of Operations is supported a Technical Manager and Technical & Office Assistant who provide technical support for all the galleries activities, inside and out of the building and the building systems.

The Finance Manager works closely with the Deputy Director to ensure financial procedures and controls are in place and adhered to, producing management accounts on a quarterly basis. The PA/Office Manager provides administrative assistance to the Director and Deputy Director, manages the main office and with the Deputy Director manages the personnel and human resources function for Ikon.

8. Equal Opportunities

Ikon is an equal opportunities organisation. In its management structure and as an employer, the gallery is pledged to ensure equal opportunities for all, regardless of age, race, gender, disability, marital status or sexual orientation. With respect to its provision of services, its policies and procedures, Ikon seeks not to discriminate, either intentionally or unintentionally, against a group or individual. Equal opportunity of employment applies to the recruitment, training, pay and conditions, work allocation and promotion of all Ikon's staff and occasional workers. Ikon continues to be proactive in its endeavour to be an equal opportunities organisation.

Ikon Gallery subscribes to the principle of equal opportunities. Registered charity no. 528892

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Equal Opportunities Policy

Policy Statement

Ikon Gallery is an equal opportunity organisation. In its management structure, as an employer, in its selection of exhibitions and in its provision of services, the gallery is pledged to ensure equal opportunity for all, regardless of age, race, gender, disability, marital status, sexual orientation, or belief.

With respect to its provision of services, its policies and procedures, Ikon seeks not to discriminate, either intentionally or unintentionally, against any group or individual. Equal opportunity of employment applies to the recruitment, training and development, pay and conditions, work allocation and promotion of all Ikon's staff and occasional workers. Ikon will comply with its legal obligations relating to the Race Discrimination Act, the Sex Discrimination Act, the Equal Pay Act and the Disability Act.

All employees are expected to apply these principles in their own work areas.

This policy will be implemented by ensuring that:

Management

1. The equal opportunities policy is endorsed at the highest level of the organisation and outlines the expectations that all staff will apply the principles in their own work.
2. The Board of Directors and staff reflect as far as possible the diversity of the population of its area of benefit and operation.
3. All existing (and potential) employees and Board members receive a copy of the policy statement and have an awareness of what it means in practice through induction and/or training.
4. The plan is regularly reviewed and adjustments are made to improve practices.
5. Managers demonstrate a commitment to the policy in all areas of responsibility, including policy development, personnel management and customer care by providing positive leadership. Equal opportunity is part of all staff performance appraisals.
6. Ikon presents positive images of the diversity of staff and visitors in all publicity and promotional materials.

7. The annual report and other relevant publications provide updates on progress in the area of equal opportunities and diversity.

Programme

1. Ikon will select work on the basis of its suitability for a particular project. Exhibitions are never organised on the basis of race, gender, geography or disability however Ikon will organise and present a programme that includes artists from different cultural backgrounds and artists with disabilities.
2. Appropriate adjustments are made to take account of disability and accessibility issues for each exhibition with regard to e.g. labeling (point size not less than 16pt), turning circle for wheelchairs, alternative access to exhibits in tower room etc., whilst preserving the integrity of the artists' works and the exhibition.
3. Projects inside and off-site are accessible to all sectors of the community.
4. The exhibitions and education projects are promoted as widely as possible, targeting relevant groups where appropriate, where funding allows.

Recruitment

1. Applications are encouraged from a culturally diverse range of applicants, advertising as widely as possible using jargon free English on arts websites and on Ikon's web site. Subject to budget limitations. (2a)
2. Job advertisements state clearly that Ikon is an equal opportunities employer and that it welcomes applications from all sectors of the community.
3. Accurate job descriptions are written for every post.
4. Clear short-listing and selection criteria apply to all applicants and these are listed in a 'person specification'.
5. Staff involved in the recruitment process are familiar with equal opportunities in recruitment and selection through training or briefing.
6. Decisions are recorded and kept for at least six months.
7. Those carrying out interviews are involved throughout the recruitment process.

Training & Development

1. Training and development are provided to improve and enhance employee skills targeted to meet the needs of the organisation and the individual.

2. Induction training highlights the existence of the equal opportunities policy and what it means in practice in their work area. Training in equal opportunities issues will be made available from time to time for staff.
3. The practical arrangements for training take account of the different needs of the workforce including accessibility of the venue, timing of the training day, suitability of the training method and materials according to staff needs.
4. Where possible working arrangements are flexible to meet the needs of e.g. people with domestic responsibilities or cultural needs.
5. The Organisation (see staff handbook section 5.7) contains a clear policy stating that discrimination, harassment and bullying will not be tolerated and that action will be taken when this occurs.
6. There is a procedure in the Staff Handbook that details the handling of complaints. Complaints from visitors and staff are taken seriously and investigated immediately. Action taken is made known to all parties involved.
7. Staff are aware that harassment and bullying take many forms. Managers make it known that they recognize these issues and take them seriously. Managers understand that they carry an additional responsibility to show positive leadership on these issues.

External Relations

1. Suppliers should know that Ikon is an equal opportunities organisation.
2. When the organisation liaises with the job centre or recruitment agencies it is made explicit that Ikon is committed to equal opportunities.
3. Ikon builds relationships with minority or under-represented groups to encourage participation in activities through its education programme, [e.g. Birmingham City Council initiatives: Arts Champion Scheme]
4. Ikon will campaign for funding to support improvements in access to ensure that Ikon services cater for as many customer groups as possible –spoken guides where appropriate, access plan etc.
5. Ikon will encourage participation in its activities by groups not traditionally involved through a range of initiatives including: a diverse exhibition and education programme, free admission to all exhibitions, targeted mailing when appropriate, developing Ikon's profile in Birmingham, working with the Birmingham City Council on special initiatives such as Arts Champion Scheme and other programmes, and implementing a generic marketing programme within funding available.

Monitoring

1. Ikon's equal opportunities policy will be monitored through collecting statistics on recruitment, short-listing, staff turnover and appointment in respect of disability, gender and ethnic origin.
2. Visitor surveys conducted from time to time according to funds available.
3. Ensuring that complaints are brought to the attention of senior management and that a record is kept of all complaints and responses to them.

IKON

Guidelines on Completing Application Form

Section 1 – Personal Details

Please complete the personal details section clearly giving as many details as possible so that we are able to contact you about your application.

Section 2 – Present Employer & Section 4 – Previous Employer

Information is required on your past and present employer. You should give a brief summary of the key responsibilities and duties of the job and reasons for changing jobs. If there are gaps in your employment record please give dates and details.

If you have recently left school, college, university or a training programme and you have not yet had a full time or permanent post, then please give details of any other voluntary or holiday work or work experience that you may have undertaken, together with a brief summary of your responsibilities or experience.

Whatever the job, emphasise and focus on the experience which demonstrates the skills and qualities you've developed which match those needed in the job you are applying for.

Section 3 – General and Further Education

Please give details of any form of education that you have undertaken and list qualifications that were obtained. This also includes details of any professional or technical qualifications relevant to the post that you are applying for. If the course did not lead to a qualification being received you should still include this information.

Section 4 – Previous Employment and Work Experience

Please detail all previous work, whether paid or voluntary, which you have undertaken (list most recent first). Highlight (*) the two most relevant to this vacancy and note what you achieved.

Section 5 – Specific Information in support of your application

Explain why you have applied for this position. Offer evidence of your suitability e.g. courses undertaken, work shadowing, skills, strengths and experiences. Emphasise why you consider yourself to be a strong candidate. The emphasis here is on what you have to offer the job,

not what the job offers you. Try to give an overview, usually there is more than a single reason why you would be a strong candidate.

Section 6 – Additional information

Please detail any additional information, not covered elsewhere, which will give strength to your application. Please also indicate how this opportunity may develop and enhance your skills and abilities, aiding your continuing professional development. Give reasons (but not excuses) for anything unexplained on your form, e.g. repeat years, failed subjects etc, be positive by describing what you learned from the experience.

Section 7 – References

Please give the names and addresses of two referees who are able to provide a reference on the suitability for the post which you have applied for. Your referees must be able to comment on your past employment and recent work performance in relation to the selection criteria. It is advised that your most recent, direct supervisor/line manager is nominated as one of your referees.

If you are unemployed or unable to use a previous employer as a referee (if the employer no longer exists) you should give a name of a referee who can verify your good character. This should not be a family relation or friend.

If you have recently left school, college or University you should give the head teacher, principal or tutor as your first referee.

References are usually requested automatically for all short listed candidates, unless you have stated otherwise. Please ensure that you tick the boxes that ask if we can call for a reference prior to interview.

We would strongly suggest that you provide a least one referee that can be approached prior to the interview stage.

Section 8 – Interviews

Please tell us if you are unable to attend an interview on the specific date advertised or, in the case where interview date is to be confirmed, tell us about your availability for the 6 weeks following on from the deadline for applications forms (e.g. any holidays).

Section 9 – General & Declaration

Please make sure you check your details and information given are correct and sign the declaration. If you provide any false information or fail to supply details, this will result in your application not being pursued or may invalidate any offer of employment or lead to termination of employment.

Equal Opportunities Monitoring Form

Ikon is committed to a policy of Equal Opportunity in its employment practices. The aim of the policy is to eliminate unlawful and unfair discrimination on any grounds including gender, ethnicity, age and disability. Please answer all questions fully. The answers you provide will be treated in confidence and will play no part in the selection process.

Safer Recruitment to Protect the Vulnerable

Ikon requires all staff to obtain enhanced Criminal Records Bureau (CRB) disclosure, in accordance with Ikon's Protection Policy. You will be required to provide the necessary documentation for the checks to be carried out if you are successful in your application.

Asylum and Immigration

All job offers will be subject to confirmation that you are permitted to work in the UK in accordance with the provisions of the Asylum and Immigration Act 1996.

Under Section 8 of the Act it is a criminal offence to employ someone who is subject to immigration control, but who does not have permission to live or work in the UK. If you are offered employment you will be required to provide evidence of your entitlement to work in the U.K. before your employment can be confirmed.