



**PA/Office Manager
Message to Candidates**

In this pack you will find information about the role of PA/Office Manager including the job description and person specification, an introduction to Ikon and details of how to make an application.

Ikon is a limited company registered as an educational charity. Ikon is supported using public funding from Arts Council England and Birmingham City Council and raises additional income from a variety of sources, including charitable trusts, foundations and corporate sponsorship.

The PA/Office Manager is an important role overseeing the smooth running of the office – its systems and management. In addition the role will offer efficient and effective administrative and secretarial support function to the Director, Deputy Director and Board of Trustees.

The salary offered for this role is £20,000 per annum with generous holiday entitlement. We hope you will agree that this role is an exceptional opportunity for someone with the right mix of experience and initiative.

Ian Hyde
Deputy Director



PA/Office Manager
£20,000 per annum
Full time, permanent contract

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.

Ikon Gallery seeks a PA/Office Manager to take responsibility for the smooth running of the office and provide administrative and secretarial support to the Director and the Deputy Director. The successful candidate will possess excellent I.T. skills and be experienced in maintaining effective office and personnel systems.

Closing date: 20 August 2019, midday
Interviews: 28 August 2019

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. Registered charity no. 528892. Ikon is supported using public funding by Arts Council England and Birmingham City Council.

PA/Office Manager

Job Description

Key objectives:

To provide:

A professional, efficient and effective administrative and secretarial support function to the Director, Deputy Director and Board of Trustees.

Effective and efficient office systems to support the delivery of the organisations' objectives, enabling staff to deliver their objectives.

Responsible to/for:

The post holder is jointly responsible to the Director and Deputy Director

The post holder is responsible for work placements

Key Outputs

1. Develop, improve and deliver efficient, effective, timely and comprehensive Personal Assistant support to the Director and Deputy Director.
2. Ensure effective communications internally and with external organisations, with the Board, VIPs and individuals to promote the organisation.
3. Support the Senior Management team, the Ikon Board of Trustees and Risk Committee through the provision of timely and accurate minutes, papers, meeting schedules and administrative support.
4. Develop and deliver systems that ensure the efficient running of Ikon's administration functions including financial administrative support.
5. Ensure the delivery of effective personnel systems. Supporting staff recruitment, personnel management and staff training as required. Ensuring effective staff cover and leave arrangements are in place.
6. Provide occasional administrative cover for Finance Department, Front of House and other staff as required.
7. In consultation with the Deputy Director and external HR consultant, support the recruitment and HR operations of Ikon and ensure that all gallery policies are updated in line with legislative changes. Monitoring and contributing to the development and implementation of Ikon's equal opportunities policies.
8. Ensure the smooth running of exhibition openings, dinners and assisting the Communications and Development teams to organise events and other functions as required.
9. Coordinate all work placements in liaison with relevant departments and manage as appropriate.

10. Ensure Ikon's administrative function is delivered within budget and to agreed timescales and targets.
11. Operate in accordance with Ikon's employment, Health and Safety, equal opportunities and other practices, policies and procedures.
12. Carry out any other duties commensurate with the job role.

Required competences

Develop productive working relationships:

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

Lead the work of teams and individuals:

- Plan the work of teams and individuals
- Assess the work of teams and individuals
- Provide feedback to teams and individuals
- Contribute to the identifying of personnel requirements
- Contribute to the selection of personnel

Support the work of others:

- Work effectively with other people including artists
- Contribute to improving the work of teams
- Support Senior Management Team and others to ensure efficient and successful outcome to individual projects
- Support other people in their work
- Jointly plan and carry out work with other people
- Provide the information required by others to carry out their roles effectively

Contribute to scheduling and coordinating activities and resources:

- Contribute to scheduling activities and resources
- Contribute to coordinating activities and resources
- Organise travel and accommodation
- Support the running of events

Manage and monitor budgets:

- Work within the set budget
- Monitor the budget
- Keep financial records

Coordination of Personnel/human resource activities:

- Support the development and delivery of personnel practices
- Support the identification of personnel requirements for effective delivery of organisation's objectives
- Support the selection of required key personnel

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- Contribute to organisational practices and defined policies regarding equal opportunities, administrative procedures, internal communications, staff training and development

Liaison:

- Support links with funders, artists, sponsors, corporate hires, press and media etc alongside teams within Ikon

Enter and integrate data and present information being aware of GDPR compliance:

- Enter data with knowledge of how to process within GDPR rules
- Integrate different types of data
- Present information in various formats

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
- Identify hazards in the workplace
- Assess the level of risk and recommend action
- Review workplace assessment of risk
- Monitor and maintain an effective and efficient working environment

Coordinate and deliver administrative support:

- Develop and plan appropriate administration services
- Implement and maintain administration services
- Provide support to users of administration services

Provide information to support decision-making:

- Obtain information for decision-making
- Record and store information
- Analyse information to support decision-making
- Advise and inform others

Organise the facilities and resources for Board meetings and other appropriate events:

- Decide, plan and organise resources for an event
- Control resources (staffing/cash/equipment etc.) at events

Maintain supplies:

- Ensure supplies are available as required
- Order supplies
- Store supplies safely and securely
- Distribute supplies to users

Manage your work and development:

- Excellent attention to detail and the ability to be logical and methodical
- Strong time-management skills with an ability to plan ahead, anticipate requirements, and to manage competing priorities successfully and to work to tight deadlines
- Plan your work to meet requirements

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

Arts and cultural sector:

- Understanding of the arts and cultural sector

Terms and Conditions

Salary	£20k
Hours	40 hours minimum per week, usually 0900 to 1700 Five days a week, usually Monday to Friday. Some evening and weekend working will be required. Ikon staff are expected to attend Ikon events and be part of the artistic life of the organisation.
Overtime	Ikon operates a Time Off In Lieu (TOIL) system.
Holidays	25 days (increasing to 27 after 3 years' service) plus bank holidays
Probation	Three months
Notice period	One month
Contract	Permanent
Staff Benefits	Workplace pension scheme, Childcare voucher scheme, discount at Ikon Shop
DBS	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.

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 Yorks 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 2018-22, the goals are:

Continued development of an artistic programme that is experimental, and of the highest quality, engaging on local, national and international levels.

Increased focus on audience development at local, national and international levels

An increasingly prominent role in the cultural life of Birmingham and the region

Greater Financial Sustainability

Sustained organisational integrity, alongside possibilities for change

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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, Frederic Bruly Bouabré, Langlands & Bell, 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 Polly Apfelbaum, Francis Alys and Oliver Beer. 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 Slow Boat as part of a three year community outreach project, *Looping the Loop*.

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.

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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 slow 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. Digital and printed material has 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’s 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. They are 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.

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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, they are involved in the formulation of strategic, financial and managerial planning. The Deputy Director is Company Secretary.

The Director directly manages the Exhibitions and Learning team. They work closely with Heads of Departments on the formulation, organisation and administration of exhibitions, off-site/touring, education and interpretation programmes. The Exhibitions Assistants provides administrative support for projects undertaken by the Director and organise transport and touring of exhibitions initiated by Ikon.

The Learning Co-ordinators and Project Producer (Looping the Loop) work with the Head of Learning to ensure the accessibility of Ikon projects in all programme areas. The Visitor Services Manager manages a core team of Information Assistants who act as receptionists and invigilators for the galleries. The Visitor Services Manager 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 as well as sponsorship activities. 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, Communications Assistant 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 Events Coordinator who organises hires and events.

The Deputy Director manages the Communications, 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 Senior Technical Manager and two Technical & Office Assistants who provide technical support for all the galleries activities, inside and out of the building and the building systems.

The Head of Finance 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.

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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.

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. 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.

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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 – Privacy Statement

Ikon is committed to adhering to the protection of personal information as outlined in the General Data Protection Regulations (GDPR). The personal data provided during an application process will be retained for a period of at least six months or, if required by law, for as long as is required.

Section 10 – 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 a criminal record check through the Government's Disclosure and Barring Service, 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.

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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.