



# **BRADFORD 2025**

## UK City of Culture

### **TURNER PRIZE 2025**

#### **Role Description: FOH Duty Manager**

The FOH Duty Manager will be responsible for the successful delivery of the Turner Prize exhibition to take place at Cartwright Hall Art Gallery from Saturday 27 September 2025 to Sunday 22 February 2026. The role will establish an efficient FOH operation, managing the Box Office team and Volunteer team on site to ensure a warm welcome and quality visitor experience for all. The role will work in partnership with the Bradford District Museums & Galleries Visitor Service Team to manage visitors safely and support the venues operations to a high standard.

During the Turner Prize exhibition period there will be a new 'Welcome Area' built directly outside of the main entrance to Cartwright Hall Art Gallery. On arrival all visitors will be directed to this area, which will house an array of visitor facilities - the Box Office, a cloak room for large bags/luggage, toilet units, a resident Coffee vendor and an F&B vendor on weekends. They'll also be some covered shelter for tables and chairs, creating a relaxing space ahead of entering into the Cartwright Hall for the exhibition. This will be a key information and meeting point for visitors so critical to the visitor journey and smooth running of the whole operation. The FOH Duty Manager will be responsible for effectively managing the team to deliver their roles in this area and overseeing the visitor experience through to the exhibition.

The FOH Duty Manager will manage the Box Office staff on site and support them in their function. This will include regular updates on the box office system with ticket bookings, daily checks on groups, guest list, specific access requirements and any VIP visits etc. The role will be responsible for managing the daily admissions process, overseeing the volunteer team who will scan tickets at the main entrance. They will work closely with the security team to ensure a safe, effective and friendly entry and egress procedure at the venue.

The role will supervise the volunteer team across other elements of the operation including with visitor access requirements, an internal visitor experience hub, evaluation, the Playful Family Space (on weekends) and with the Creative Learning Programme for schools and educator visits.

There will be special events including the Opening Reception and Previews alongside a Public Programme which will feature Thursday Late Events, workshops, community activity and family activations in the venue. The FOH Duty Manager will be involved in developing plans for the FOH

team to successfully deliver this additional activity with Producers and in collaboration with the BDMG team.

### **Front of House Operations**

- Responsible for the smooth day to day running of the FOH Operation for the Turner Prize 2025, to include special events and the public programme
- Responsible for carrying out opening & closing procedures for the Welcome Area, checking facilities and services to ensure everything is in good working order
- Point of contact for the F&B vendors, daily check in and onsite support
- Escalating any technical or other problems to the Production Manager/ Producer/ BDMG Team as appropriate
- Responsible for ensuring that high standards of visitor experience and access support are maintained at all times
- Support the Box Office team on site with their operation
- Lead on circulating key box office information, ticket bookings, guest lists, group bookings and other visits
- Manage daily admissions process, overseeing the volunteer team to scan tickets on entry and available walk-up ticket system
- Manage the volunteer team on site across the operation including with visitor access requirements, an internal visitor experience hub, evaluation, the Playful Family Space (on weekends).
- Support Facilitator as required with Creative Learning Programme for schools and educator visits.
- To oversee all operational processes including gathering & recording of visitor numbers.
- Support and ensure all H&S plans and procedures are met
- To complete daily 'Event Reports'
- Troubleshooting any issues as they arise

### **Staff/ Volunteer Management**

- On site management of volunteers, to include briefing, allocating and rotating tasks and ensuring working hours and required breaks are adhered to and ensuring knowledge of any access requirements.
- Working with Bradford 2025 Volunteer and Producing Team/ Rostify online system to monitor & adjust volunteering needs as required
- Ensuring that all staff have tools and information they need to offer excellent visitor experience

### **BDMG**

- Be the first point of operational contact for the BDMG team, including Operations Manager and Visitor Services Supervisor and their external security contractor as required.
- Share daily ticketing reports and key booking information with the team each morning in briefings
- Work together closely to problem solve and be responsive, adapting plans to meet new circumstances

Plus any other duties as reasonably required

This role may evolve as more detailed plans are developed for the delivery of the operations

For information

### **Bradford District Museums & Galleries Team**

Operations Manager

Visitor Services Supervisor

Visitor Services Assistants x6

External Security Contractor - x1 daily (+1 additional for weekends, Thursday Late Events)

The BDMG team will be responsible for the day-to-day operations of Cartwright Hall, managing the Visitor Services team, Venue Cafe and all the venue facilities, including security and cleaning. The team is also responsible for the exhibition operation inside the building, including opening/closing each day, managing technical elements, servicing an internal information desk, invigilation and monitoring gallery capacities. BDMG lead H&S for the Venue and project procedures including all emergency planning.