IKON

Audiences & Front of House Coordinator

Job description

Deadline for applications: 9am, Monday 2 February 2026

Job Description

Post:	Audiences & Front of House Coordinator
Reports to:	Commercial & Visitor Services Manager
Salary:	£26,000 pro rata (for review in April 2026)
Responsible for:	Front of House staff including Gallery Assistants, and Casual staff
Contract:	Full Time, permanent
Hours:	40 Hours per week, Monday to Sunday on a rota pattern which includes regular weekend work with additional work compensated with time off in lieu. Flexibility is required outside of normal working hours
Location:	Ikon Gallery, 1 Oozells Square, Birmingham, B1 2HS, plus remote and off-site locations as required

About Ikon

Ikon is an internationally acclaimed art gallery in central Birmingham, offering free entry to all. Founded in 1965 as an artists-led alternative space, it has evolved into one of the most internationalist artistic programmes in Europe, combining established with emerging artists. Housed in a renovated neo-gothic school building, Ikon is an educational charity for the promotion of visual art of international significance, playing a key role in the cultural life of the West Midlands region.

Ikon's main galleries welcome about 200,000 engagements every year, with many more engaging with off-site projects, national and international collaborations and online. Off-site programmes include artist residencies at HMP Grendon, HMP Springhill and HMP Birmingham, sharing the core belief that art can be a force for good in carceral settings. Ikon Slow Boat, hosts the gallery's Youth Programme (IYP) and Ikon Creative Health explores the dynamic intersections of art, health and wellbeing.

In recent years Ikon has exhibited the work of Donald Locke (2025), Seulgi Lee (2025), Htein Lin (2025), Mathab Hussain (2025), Jesse Jones (2024), Dion Kitson (2024), Exodus Crooks (2024), Mali Morris (2023), Melati Suryodarmo (2023). Group exhibitions include Thread the Loom (2025), Friends in Love and War (2024-25), Start the Press! (2024) and Horror in the Modernist Block (2022-23).

Ikon is an equal opportunities organisation and welcomes applications from all sectors of the community. In its management structure and as an employer, Ikon is pledged to ensure equal opportunities for all, regardless of age, race, gender, disability, marital status or sexual orientation. We actively seek applications from the widest range of applicants.

Audience and Front of House Coordinator – Job Description

Overview

We are seeking a highly organised and proactive Audiences & Front of House Coordinator to join our team. This is a key role in ensuring an exceptional visitor experience while supporting the development of audience engagement.

As Audiences & Front of House Coordinator, you will work alongside one other Audiences & Front of House Coordinator with whom you will share responsibilities. Coordinators will take responsibility for leading and coordinating the Front of House team, overseeing recruitment, training, and day-to-day operations. You will also play an important role in audience development by supporting the collection and reporting of visitor data. Alongside these responsibilities, you will be an active member of the Front of House team, contributing to exhibition invigilation, assisting with events, and ensuring every visitor receives a warm and welcoming experience.

The successful candidate will be passionate about creating memorable visitor experiences and fostering audience engagement.

Key Competencies

We are looking for an individual who:

- Is committed to delivering excellent customer service and creating memorable visitor experiences
- Shows a high level of responsibility, diligence, and a practical approach to challenges
- Possesses proven experience in people management, including coordinating staff teams and managing rotas
- Has excellent organisational and administrative skills, with an eye for accuracy and high degree of numeracy
- Demonstrates strong communication and interpersonal skills
- Can prioritise workload effectively and can manage multiple priorities and tasks simultaneously
- Is confident using Microsoft Office, particularly Excel, and comfortable with customer relationship management (CRM) systems and / or databases
- Works well both independently and as part of a team
- Has a sound understanding of health and safety practices and experience as a key holder
- Has an interest in contemporary visual arts (desirable)

Main Responsibilities

Front of House

- Support the delivery of an excellent visitor experience at Ikon Gallery, ensuring high standards of presentation and welcome
- Organise and chair Front of House meetings, providing timely and accurate minutes and updates to relevant departments

- Work with Exhibitions and Education teams to deliver tour training and ensure the team can confidently deliver tours and visitor engagement activities
- Undertake reception duties, including handling telephone, visitor enquiries, signing in / out and managing deliveries
- Work in the gallery space to cover breaks, support with groups and events as required
- Support the Front of House team to reach targets around data capture, sales of memberships, donations, Gift Aid sign-ups and survey completions

Security & Health and Safety

- Act as Duty Person (training provided), including key holder, First Aid, and Chief Fire Marshal responsibilities. Being a first responder to alarms and incidents
- Coordinate training for Front of House staff in first aid, fire marshalling, security, key holding responsibilities, and health and safety
- Liaise with Facilities on operational changes and health and safety updates which require changes in Front of House team routines and practices. Providing additional training and briefing where required
- Participate in an on-call rota for building and technical support remotely or by attending site outside normal hours
- Engage with the Exhibitions around the security of individual exhibits, understanding the requirements from the Front of House team and implementing required training
- Maintain accurate records, risk assessments, and departmental administration
- Ensure all data, risk assessments and departmental administration is up to date in consultation with the wider team

Staff Coordination

- Work with the Commercial & Visitor Services Manager to co-ordinate the recruitment, induction, and training and ongoing personal development of Gallery Assistants and casual Front of House staff
- Liaise with the General Manager in regard to recruitment timelines, HR and contractual processes, including DBS checks
- Create, organise, plan and manage rotas and shift patterns for exhibitions and events, ensuring appropriate staffing levels, operational cover and security
- Manage the completion and submission of timesheets, sickness and annual leave requests, arranging cover for absences including same-day sickness
- Lead daily briefings and visitor experience sessions to maintain high levels standards of communication and service
- Overseeing daily staffing movements throughout the building. Ensure that staff are prepared for daily activity and monitor breaks to ensure the schedule runs smoothly
- Undertake regular 1 to 1s and annual personal development reviews with the Front of House team, feeding back to Commercial & Visitor Services Manager or HR
- Work with Finance team to ensure timesheets and budgets are managed in a cost effective, timely and appropriately manner
- Promote and support funded work experience opportunities and careers events onsite and offsite

- Contribute to annual careers fairs, representing Ikon and promoting Front of House and other vacancy opportunities

Audiences – Insight and engagement

- Support audience feedback and data collection across all areas of artistic delivery
- Coordinate the collection and processing of audience surveys, working with the Digital & Data Manager to set and meet targets and provide appropriate training on data collection systems
- Collaborate with internal teams on creating accessible signage and key messaging for visitors
- Maintain and develop systems that enhance audience engagement and ensure accurate CRM data collection
- Work with the Exhibitions team to inform the interpretation of the exhibitions, assisting the Front of House team to facilitate gallery talks and tours and answering visitors' questions and managing feedback and reporting outcomes in meetings
- Respond to general enquiries in a timely manner, documenting responses and maintaining good internal and external relations

Reporting

- Work with the Commercial & Visitor Services Manager to collate data and feedback departmental updates for Board reports and other reports as required
- Represent Front of House at meetings, contributing and providing relevant and accurate information to support decision-making

Professional development

- Keep up to date with best practice relevant to role including Health and Safety and changing technology in the gallery space
- Actively participate in relevant professional networks to share best practice, build relationships, and stay informed about industry developments.
- Maintain personal development to improve skills and performance, undertaking training and learning new systems as required

General

- Maintain efficient and effective office systems, including maintaining manual and computerised records
- Be aware of the requirements of the Data Protection Act and other legislation, ensuring confidentiality of information in respect of records maintained and tasks undertaken
- Operate in accordance with Ikon's policies and procedures including Employment Policy, Health and Safety Policy, Environmental and Equal Opportunities Policy
- Undertake any other duties commensurate with the role

Person Specification

Criteria	Essential	Desirable
Experience	- Previous experience of working in a Front of House role - Experience managing rotas and coordinating staff teams - Proven ability to deliver excellent visitor experience - Handling administrative processes and timesheets	- Experience in a cultural or arts organisation
Skills	- Excellent organisational and administrative skills - Strong problem-solving skills - Ability to prioritise and manage multiple tasks effectively - Excellent interpersonal and communication skills - Ability to deliver work to agreed targets, budget and timescales - Strong IT Skills (Microsoft Office) - Highly numerate	- Ability to use design software including Adobe Creative Suite
Knowledge	- Knowledge of health and safety and security procedures	- Familiarity with audience data collection and reporting - An understanding of the arts and culture sector - Familiarity with ticketing systems, CRM systems and data collection - Understanding of data protection
Personal Qualities	- Self-motivated and able to work independently with initiative - Professional approach at all times - Flexible and adaptable - Ability and willingness to work outside core hours when required - Ability to foster healthy and productive working relationships - Ability to work confidently, constructively, and effectively when under pressure and as part of a large, dynamic team	- A passion for the arts
Other Requirements	- Commitment to Ikon's policies and procedures - Ability to undertake Duty Person responsibilities (training provided)	

How to Apply

Please send the following to office@ikon-gallery.org by **Monday 2 February 2026, 9am** (BST) with the subject line 'Front of House Coordinator Application'

- A completed application form
- A complete Equal Opportunities Monitoring form

Interviews will take place on **Friday 6 February 2026** at Ikon Gallery.
Start date is week commencing 9 March 2026.

Note

Applicants must be able to provide evidence of their right to work in the UK.

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.