

**The Role**

The **Head of** **Operations & Visitor Experience** will be part of the Goodwood ArtFoundation team and will report to the **Art Foundation Director.**

**About us**

The Goodwood Art Foundation is a brand-new not-for-profit Community Interest Company located on the Goodwood Estate. Spearheaded by The Duke of Richmond, this world class contemporary art foundation has been formed to promote three pillars of Art, Environment and Education.

Our purpose is to benefit adults, young people, and children through providing access to important works of contemporary art set within a stunning natural environment that has been carefully designed to promote nature and encourage biodiversity. A comprehensive education programme is linked to both the artistic and environmental elements of the programme and will target those schools and pupils in most need of support.

Working with leading figures in the curation of contemporary art, award winning landscape design and leading education programme, we have created something truly unique with a global focus.

**Passionate People**

It takes a certain sort of person to flourish in such a fast-paced, multi-dimensional environment like Goodwood.  We look for talented, self-motivated and enthusiastic individuals who will be able to share our passion for the Goodwood Art Foundation to be **‘the home of exceptional artistic, environmental and educational experiences’**.

**Purpose of the role**

The Head of Operations and Visitor Experience is responsible for the day-to-day operation, ensuring that we deliver exceptional customer experiences to all our visitors and partners. This role is crucial in maintaining operational efficiency, enhancing the visitor experience, and supporting the foundation’s mission of promoting the arts, environment and education.

You will have budget responsibility and lead a small team of dedicated individuals and volunteers, whilst working closely with the Assistant Curator on planned exhibitions and events alongside the café management team.

**Key responsibilities**

* Responsible for the cost base for delivering the day-to-day operation and financial planning for operational activities.
* Manage, lead and motivate the team including volunteers to ensure they provide welcoming and informative experiences.
* Oversee daily business operations, ensuring efficiency and alignment with the foundation’s mission and policies.
* Manage logistics for exhibitions, educational programs, and public events, including venue setup, booking and liaising with contractors.
* Support planning and execution of exhibitions, artist talks, workshops, performance programme and fundraising events.
* Assisting the Curator with the coordination of installation and de-installation of exhibitions, sourcing materials and equipment
* Responsible for managing the Foundation’s grounds and galleries.
* Responsible for ensuring front and back of house areas are clean, organised and safe.
* Handle visitor inquiries, feedback, and concerns to enhance overall engagement.
* Implement feedback mechanisms to continually improve audience experience and accessibility.
* Develop and implement operational procedures to enhance workflow and optimise resources.
* Oversee the operations of the Foundation shop, including inventory management, merchandising, and sales strategies.
* From time to time, as agreed with the Director, liaising with artists on specific projects, supporting with external projects and any other responsibilities as reasonably expected within the day-to-day running of the Foundation.

**Qualities you will possess**

* Excellent attention to detail
* Ability to prioritise, organise and multi-task in a fast paced, dynamic team
* Customer centric
* Structured and organised
* Proactive approach, solutions orientated
* Positive and friendly with a “can do attitude”
* Excellent communicator
* Take personal responsibility
* Confident to make decisions and to stand by them

**What do you need to be successful?**

* At least 3 years proven track record in a visitor attraction, commercial or public gallery, or auction house environment
* Understanding of the cultural sector and how it functions
* Experience of leading, managed and developed teams and stakeholder management
* Passion and interest in contemporary art
* Excellent command of the English language and strong numerical skills
* Ability to be proactive and manage multiple deadlines and conflicting work priorities
* Strong and clear communicator, able to work maturely within a team environment as well as independently
* Exceptional organisational skills and great attention to detail