

Camden Art Centre Arkwright Road London NW3

Front of House and Volunteer Programme Coordinator - Permanent, part-time



Camden Art Centre, 2020. Courtesy of Pentagram.

Camden Art Centre is seeking a highly motivated and organised Front of House and Volunteer Programme Coordinator. This is an exciting opportunity for someone with a passion for contemporary art, visitor experience and volunteer engagement to play a key role in a leading visual arts organisation.

Working closely with colleagues across the organisation, including Exhibitions, Retail, Development and Administration, the Front of House and Volunteer Programme Coordinator will oversee the smooth running of Front of House operations and lead the development and delivery of Camden Art Centre's Volunteer Programme. The role will involve recruiting, inducting, training and supporting Volunteers, creating meaningful opportunities for engagement and development, and ensuring that both paid staff and Volunteers feel valued and equipped to provide an exceptional visitor experience.

The successful candidate will have excellent organisational and communication skills, experience of coordinating or supporting Volunteers, and the ability to lead, motivate and support a diverse team. They will be proactive, approachable and committed to creating a welcoming, accessible and safe environment for visitors, staff and Volunteers.

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They will also have a demonstrable interest in contemporary art and culture, and a strong commitment to Camden Art Centre's charitable aims and values.

Camden Art Centre is committed to achieving diversity across our staff, board, programmes and audiences, reflecting our community in North London and internationally. We want and aim to be an open and progressive organisation with equity and social justice at the forefront of our work. We proactively seek to include diverse and under-represented voices and Camden Art Centre operates a zero-tolerance of discrimination.

We know that creating a truly inclusive culture is a journey which we are deeply committed to, including ensuring there is appropriate training and meaningful dialogue across all staff and board members to support commitment.

We are particularly interested in applications from people from backgrounds that are underrepresented in the museums and galleries sector, including people from low-income backgrounds, people with disabilities, and people from Black, Asian, and ethnically diverse backgrounds.

Camden Art Centre is committed to meeting the needs of applicants with disabilities. Visit our [access webpage](#) for general information. Please see [our recruitment guidance document](#) provided for further information.

This job pack will give you more information about the role.

We provide [additional guidance notes](#) to help you better understand the recruitment process, the information we need to know about you to understand if you are the right person for this opportunity, and how best to approach completing your application.

Thank you again for your time and best of luck with your application.

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The Shop at Camden Art Centre, 2023. Photo: Rob Harris.

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What is enclosed in this document?

1. Key recruitment information
2. About Camden Art Centre
3. Job Description
4. Person Specification
5. Equal Opportunities guidelines and monitoring

1. Key recruitment information

Closing date for applications: **Monday 2 November 2026, 10am**

Interviews will take place: **Tuesday 10 November 2026**

Please note that we are unable to consider any applications which are received after the deadline. If you cannot make an offered interview time, we may not be able to give you an alternative.

Unfortunately, due to the high volume of applicants, we are unable to write back to all applicants at the shortlisting stage or to give specific feedback on why you have not been shortlisted. If you do not hear from us by Tuesday 10th November, please assume that you have not been shortlisted in this instance.

Applicants must have the right to work in the UK.

Please do not send CVs.

Please send us your completed application form to recruitment@camdenartcentre.org with '**Front of House and Volunteer Programme Coordinator**' in the subject line.

Please also complete the online equal opportunities monitoring form here:

[Equal Opportunities monitoring form](#)

The equal opportunities form is confidential and separate from your application.

If you have any queries regarding the role or any difficulty in completing your form, please contact us at recruitment@camdenartcentre.org.

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Camden Art Centre, Donald Locke, Resistant Forms, 2026. Photo Sopo Ramischwili.

2. About Camden Art Centre

Since 1965 Camden Art Centre has been a place for art and the people that make it. Rooted in our local community and internationally acclaimed, we foster a sense of belonging and a deeper relationship to art. We aim to push boundaries and connect people to their own creativity through our exhibitions, residencies, events and learning programmes.

Originally built as a public library, the building now combines historic architecture with open, modern spaces and a secluded garden with free entry for all. Camden Art Centre has always led the way supporting artists and audiences to create and engage with the most vital and inspiring contemporary art and culture today.

Our vision

For us all to be empowered to explore our creativity and to deepen our enquiry of the contemporary world.

Our mission

To be a space to look, make, think and talk about the most vital and inspiring contemporary art and culture today; a place to connect to your creativity.

Our values are to be:

Open

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Thoughtful

Challenging

Rigorous

and to centre creativity in everything we do.

Camden Art Centre has championed over-looked and under-represented artists from every generation. From early shows like 'Contemporary African Art' in 1970, to the very first UK exhibitions of then little-known figures like Hilma af Klint in 2006, Forrest Bess in 2022 and Martin Wong in 2023. For over 50 years, we have worked ahead of the curve, giving early support and exposure to artists including Phyllida Barlow, Sophie Calle, Martin Creed, Mary Heilmann, Kerry James Marshall, Mike Nelson, Laura Owens, Veronica Ryan, Yinka Shonibare, Kara Walker, Christopher Wool and more recently Allison Katz, Walter Price and Mohammed Sami.

Our world-renowned exhibitions programme supports artists at every stage of their careers, enabling them to make work that is relevant for today: brave, challenging, engaging and vital.

Camden Art Centre is an Arts Council England (ACE) National Portfolio Organisation (NPO) and a registered charity governed by a Board of Trustees. We have a team of around 25 plus Front of House and artists and freelancers who work on our programmes.

[Tap here to explore](#) our archive, featuring past exhibitions, residencies and projects.

For more information, visit camdenartcentre.org

[YouTube](#)

[Instagram](#)

[Facebook](#)

Benefits Include:

- 25 holiday days per annum, plus bank holidays (pro rata for part-time staff)
- Access to ICOM card for free entry to museums and galleries
- Discounts in our shop, café, workshops and courses.
- Training and development opportunities
- Health and wellbeing support (Health Assured Scheme)
- Access to interest-free season ticket loan and cycle scheme partnership.

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60th Anniversary Party at Camden Art Centre. Photography by Hydar Dewachi.

3. Job Description

Front of House and Volunteer Programme Coordinator

Employer	Camden Art Centre	Place of work	Arkwright Road, NW3 6DG
Reports to	Administration and Personnel Manager	Department	Front of House
Salary	£30,000 per annum pro rata	Contract	Permanent
Hours/Days of work	Wednesday - Saturday 10:30 – 18:30	Responsible for	Supervision of the FOH and volunteer team

Outline of role:

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Working closely with the Administration & Personnel Manager, Retail and Buying Manager, Gallery Manager, Commercial and Events Coordinator, Curators and other departments, the Front of House & Volunteer Programme Coordinator is responsible for the smooth and efficient running of all Front of House operations, ensuring an exceptional, accessible and welcoming experience for all visitors, whilst maintaining the safety and security of the galleries and exhibitions.

The role leads and supports the Front of House team, including Supervisors and Visitor Assistants, ensuring the highest standards of customer service through effective team coordination, recruitment, training, development and performance management.

The role is also responsible for developing and delivering a meaningful and engaging Volunteer Programme, overseeing volunteer recruitment, induction, rotas, training, welfare and retention, whilst creating opportunities for Volunteers to develop their skills, engage with the Centre's activities and feel valued as part of the wider team.

Through strong communication, collaboration and a hands-on approach, the role champions excellent visitor services, supports the Centre's charitable aims and ensures that both paid and volunteer Front of House teams are equipped to represent the Centre and its exhibitions, programmes and activities to the highest standard.

Key Tasks and Responsibilities

Front of House Operations and Team Management

1. Line manage Visitor Assistants (VAs) and Supervisors, overseeing the day-to-day running of the Front of House team and ensuring the smooth operation of the galleries.
2. Supervise and coordinate the daily activities of Supervisors, Visitor Assistants and Volunteer Gallery Assistants, ensuring appropriate staffing across all visitor-facing areas.
3. Develop seasonal rotas for Visitor Assistants, Supervisors and Volunteer Gallery Assistants, ensuring appropriate staffing levels across the Centre.
4. Work with the Administration and Personnel Manager to issue contracts ahead of each season.
5. Lead staff briefings and ensure that key information is communicated clearly and accurately to the Front of House team, including Visitor Assistants, Supervisors and Volunteers.
6. Maintain a hands-on approach to the role, regularly working in the galleries and Front of House, leading by example and supporting the team throughout the day.
7. Work with the Gallery Manager and Curators to ensure the safety and security of exhibitions and a high standard of visitor experience.
8. Ensure Front of House staff are trained in health and safety, safeguarding and emergency procedures.

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9. Monitor visitor feedback and report to relevant departments, responding to customer comments and complaints when on duty in liaison with the Deputy Director and other relevant staff.
10. Lead and coordinate the Front of House-led exhibition guided tours programme, delivered by Visitor Assistants and volunteers.
11. Work with the Exhibitions team to address accessibility and invigilation issues relating to current exhibitions.
12. Work with the Administration Manager to continually review and develop the Visitor Services Policy, ensuring that all Front of House staff adhere to the highest standards of welcome and service.
13. Work with the Administration and Personnel Manager to ensure that the Centre remains compliant with legislation relating to the use of Volunteers.

Volunteer Recruitment, Induction and Rota Management

14. Lead the recruitment, induction and coordination of Volunteer Gallery Assistants, ensuring that the Centre has an appropriately sized and well-supported volunteer team for each exhibition.
15. Liaise with the Exhibitions team and Gallery Manager ahead of each exhibition to confirm volunteer requirements and plan recruitment accordingly.
16. Manage the recruitment of new Volunteers for each exhibition, including preparing advertisements, compiling up-to-date information and preparing induction packs.
17. Respond to ad-hoc Volunteer applications as required.
18. Develop, maintain and continually improve a comprehensive Volunteer induction programme, ensuring that all relevant information and documentation remain up to date.
19. Schedule, organise and deliver induction days and Curators Tours for new Volunteer Gallery Assistants ahead of each exhibition opening.
20. Work with the Administration and Personnel Manager to ensure that Volunteer agreements reflect the most recent Safeguarding policy.
21. Create and manage seasonal Volunteer rotas on Rota Central, including shifts for events and Family Open Studio.
22. Monitor Volunteer attendance, changes and cancellations, arranging cover as required to ensure appropriate staffing across the Centre.
23. Organise additional Volunteer support for events and functions as required.

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24. Coordinate the ordering of Volunteer merchandise, obtaining graphics from the Communications Team.

Volunteer Engagement, Development and Retention

25. Act as the central point of contact for Volunteers, supporting their wellbeing, development, engagement and retention.
26. Build positive and supportive relationships with Volunteers, providing occasional one-to-one mentoring by email or in person.
27. Develop, organise, schedule and promote a seasonal programme of workshops, seminars and social events for Camden Art Centre Volunteers.
28. Propose and coordinate ad-hoc projects that provide meaningful opportunities for Volunteers to engage with the Centre and develop their skills.
29. Liaise with the programme team to identify and coordinate Volunteer opportunities at events, or identify opportunities for engagement.
31. Organise, schedule and promote Front of House gallery visits and reciprocal visits to other institutions.
32. Organise Front of House socials, providing opportunities for paid staff and Volunteers to connect with one another and, where possible, network with office staff.
33. Work with different Camden Art Centre departments to identify opportunities for Volunteers to participate in broader programmes of engagement with the Centre and its activities.
34. Continue to research and explore new ways to ensure that the Camden Art Centre Volunteer Programme remains meaningful, engaging and rewarding.
35. Work with the Weekend Supervisors to produce a bi-weekly update for Volunteers, sharing training information, opportunities within the sector and relevant Centre news to maintain engagement and ensure Volunteers feel informed and valued.
36. Maintain regular and engaging communication with Volunteers, ensuring that key information is shared accurately and promptly.
37. Support the Administration and Personnel Manager in gathering and collating anonymous Volunteer Equal Opportunity data for annual Arts Council England reporting.

Volunteer Administration, Records and Expenses

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38. Maintain up-to-date Volunteer email distribution lists, contact lists and emergency contact record.
39. Maintain secure and accurate Volunteer personnel records in accordance with data protection requirements, ensuring that appropriate information is held and data is provided for reports as required.
40. Provide references for Volunteers as required.
41. Manage Volunteer travel expense claims within budget and maintain accurate budget records.
42. Review Front of House expenses annually and work with the Exhibitions Curator to manage the Front of House and Volunteer Programme budget.
43. Ensure that Volunteer administration, records and communications are managed effectively and in accordance with relevant policies and procedures.
44. Work with Front of House to support the collection and analysis of visitor and survey data from Camden's onsite audiences.

Front of House Training and Development

45. Lead the delivery, maintenance, and continual improvement of the Volunteer training scheme.
46. Recruit, train and support Visitor Assistants and Supervisors, under the guidance of the Administration and Personnel Manager, ensuring that the Front of House team is equipped to deliver a high-quality visitor experience.
47. Support Visitor Assistants and Supervisors to develop their skills in Volunteer recruitment, induction, communication and team leadership, taking account of their contracted hours and the demands of exhibition installation and deinstallation periods.
48. Ensure that Visitor Assistants and Supervisors are trained to lead, motivate and support Volunteers effectively.
49. Ensure that Visitor Assistants and Supervisors are trained in Front of House administration, including preparing break rotas, responding to emails promptly and appropriately, and maintaining regular communication with Volunteers.
50. Contribute to the development of training for Supervisors and Visitor Assistants, particularly in relation to delivering a meaningful, accessible and safe visitor experience.
51. Organise and deliver probation and appraisal meetings for Visitor Assistants, in liaison with the Retail and Buying Manager managing staff performance and addressing issues as required.
52. Arrange annual performance feedback meetings and six-month check-ins for Front of House staff, including contracted and casual staff.
53. Deliver the annual Trainee Visitor Assistant Programme, supporting long-standing Volunteers who are interested in progressing into paid Front of House roles.

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- 54. Work closely with the Retail and Buying Manager to ensure that Front of House staff are trained in retail, front desk duties, editions sales, shop administration and customer service.
- 55. Work with the Head of Development to ensure that paid and volunteer Front of House staff understand the Centre's charitable status and how to support its work through donations, Patron membership and the purchase of artist editions, enabling them to promote these opportunities to visitors.

Retail and Visitor Services

- 56. Work with the Retail and Buying Manager to ensure that paid staff are trained in all aspects of the Shop and consistently deliver the highest quality customer service.
- 57. Support the front desk team with shop queries and day-to-day queries from paid Front of House staff and Volunteers.
- 58. Ensure that Front of House staff communicate information about exhibitions, programmes and Centre activities accurately and consistently.
- 59. Liaise with the Senior Communications and Marketing Manager to coordinate Illuminate Survey shifts.

Building Facilities and Health and Safety

- 60. Act as keyholder when on duty, ensuring that the building is safe and ready to receive visitors.
- 61. In the absence of the Gallery Manager, be responsible for evacuating the building in the event of a fire alert.
- 62. Ensure that agreed building presentation standards are consistently maintained, working with the Gallery Manager as required, particularly during hires and events.
- 63. Ensure that Visitor Assistants have completed their duties in preparing the galleries for opening to the public, working with the Gallery Manager to resolve issues as required.
- 64. Assist the Gallery Manager with general building upkeep, including monitoring and maintaining clear fire exits during opening hours.

Administration, Communication and General Responsibilities

- 65. Collate weekly Front of House timesheets and provide the information required for payroll.
- 66. Work with the Administration Manager to ensure that the Centre remains compliant with relevant legislation and organisational policies, including those relating to Volunteers.

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67. Participate in seasonal Front of House catch-ups with the Front of House and Shop Management team.
68. Provide updates at staff meetings and, where possible, attend organisation-wide meetings.
69. Work collaboratively with colleagues across the Centre to ensure effective communication and coordination between departments.
70. Undertake other reasonable duties as required to support the smooth running of the Centre and meet business or visitor needs.
71. Additional weekend and evening work may be required.
72. Work in accordance with the Centre's health and safety, equal opportunities, environmental, safeguarding, data protection and other policies and procedures.
73. Maintain a commitment to training and professional development and participate in staff team activities.

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Person Specification

Essential Skills and Experience

- Experience coordinating, supporting or managing a volunteer programme, ideally within an arts, cultural, charitable or visitor-facing organisation.
- Experience recruiting, inducting, training and supporting Volunteers.
- Experience building positive relationships with Volunteers and supporting their engagement, wellbeing and retention.
- Experience coordinating rotas, managing staffing requirements and responding to changes in availability.
- Experience supervising or line managing staff, supporting performance management and contributing to staff development.
- Excellent organisational and administrative skills, with strong attention to detail.
- Excellent written and verbal communication skills, with the ability to communicate clearly with staff, Volunteers, visitors and colleagues across departments.
- Experience managing records and handling confidential information appropriately.
- Ability to work collaboratively with colleagues across different departments.
- A strong understanding of visitor services and the delivery of an accessible, welcoming and safe visitor experience.
- Ability to manage competing priorities and work effectively in a busy, changing environment.
- Willingness and aptitude to undertake First Aid and Mental Health First Aid training, and to act as a designated trained person (within a pool).

Desirable Skills and Experience

- Experience working within a contemporary art gallery, museum, cultural institution or charitable organisation.
- Experience developing and delivering Volunteer training programmes, workshops, social events or engagement activities.
- Experience using rota management systems, ideally Rota Central.
- Experience coordinating exhibition-related recruitment, induction and invigilation.
- Experience managing budgets, expenses and timesheets.
- Experience supporting retail operations, front desk duties or customer service teams.
- Experience organising events, guided tours or public programmes.
- Experience supporting recruitment, probation, appraisal and performance management processes.
- Familiarity with safeguarding, health and safety, emergency procedures and data protection requirements.
- Experience working with Volunteers who are interested in developing their skills or progressing into paid employment.
- First aid qualification
- Mental health awareness training

Essential Interests

- A demonstrable interest in contemporary art and culture.
- An interest in volunteer engagement, development and the role of Volunteers within a charitable organisation.
- An interest in creating meaningful, inclusive and rewarding opportunities for Volunteers.
- An interest in visitor experience, audience development and widening access to the cultural sector.

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Essential Qualities

- Highly organised, with meticulous attention to detail.
- Proactive, flexible and able to respond calmly to changing situations.
- Approachable, supportive and committed to the wellbeing and development of Volunteers and colleagues.
- A confident communicator who can build positive working relationships across the organisation.
- Able to motivate, support and lead a diverse team of paid staff and Volunteers.
- A collaborative approach to working with colleagues, artists, curators and external partners.
- Able to balance strategic programme development with practical, hands-on Front of House responsibilities.
- Reliable, professional and committed to maintaining high standards of visitor service.
- Enthusiastic about creating a welcoming environment for visitors, staff and Volunteers.

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5. Equal Opportunities Policy and Monitoring

1. Introduction
 - 1.1 Camden Art Centre (CAC) is committed to a policy of equality of opportunity in its employment practices and in the provision of services to users.
 - 1.2 The Sex Discrimination, Race Relations and Disability Discrimination Acts protect job applicants, employees, self-employed people, and contract workers alike and accordingly the word “employee” in this policy includes all such people who are protected by the Acts.
 - 1.3 Senior management fully supports this policy. All employees are responsible for its implementation and should request special training if they have any doubts about its application. An employee should address any questions in relation to the policy or any requests for special training to the Director.
 - 1.4 Employees who feel that they have suffered such discrimination should raise the matter with the Director.
2. A Statement of Policy
 - 2.1 As an employer CAC aims to ensure that no potential or actual employee receives more or less favourable treatment on the grounds of race, ethnic or national origins, disability, marital status, gender, sex, sexual orientation, age, class, responsibility for dependants or religious beliefs.
 - 2.1.1 Selection procedures and criteria are reviewed to ensure that individuals are selected on the basis of their relevant merits, abilities, experience, and qualifications.
 - 2.1.2 All employees must accept their personal responsibility for the practical application of the Policy but at the same time CAC acknowledges that specific responsibilities fall upon management, supervisory staff and individuals professionally involved in recruitment and employee administration.
 - 2.1.3 To ensure this Policy is consistently applied and monitored co-ordinating responsibilities have been assigned to the Administrator who will monitor the operation of the Policy for both employees and job applicants.
 - 2.2 As a service provider, CAC aims to ensure that its artistic programme reflects the cultural diversity of the community in which it is based. In particular it aims to ensure that audiences and users are not denied access to the programme on grounds of race, ethnic or national origins, disability, marital status, gender, sex, sexual orientation, age, class, responsibility for dependants or religious beliefs. The artistic programme also aims to challenge and explore issues around identity and society’s response to identity and ‘difference.’
 - 2.2.1 The exhibition and education programmes are reviewed to ensure that they reflect the needs and interests of the whole community.
 - 2.2.2 Targeted activities will be integrated into the programme in order to encourage increased use of the Centre by members of the community who ‘traditionally’ feel excluded from art spaces.
 - 2.2.3 All employees must accept their personal responsibility for the practical application of the Policy but at the same time CAC acknowledges that specific responsibilities fall upon management, supervisory staff and individuals professionally involved in programming and service provision.
 - 2.2.4 To ensure this Policy is consistently applied and monitored co-ordinating responsibilities have been assigned to the Director who will monitor the operation of the Policy within the artistic programme and other services.
3. Recruitment procedures
 - 3.1 Job descriptions and person specifications are regularly reviewed to ensure that they accurately reflect the responsibilities of the post and contain no indirect discrimination.
 - 3.2 The person specification and experience related to the job description provides the basis for the objective criteria for selection of candidates for short listing and appointment.

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- 3.3 Applicants receive a job description, person specification, and an equal opportunity form for details of protected characteristics such as sex, disability and race in line with Arts Council guidance, that will be used for monitoring purposes.
- 3.4 Data may be referred to after initial shortlisting in order to choose between candidates of equal merit, in order to support our aim to diversify our workforce for individuals with protected characteristics.
- 3.5 Interview panels will be kept to a minimum size and panel members will be briefed on the application of the policy and the inadmissibility of discriminatory questions.
- 3.6 Candidates selected for interview will be asked the comparable questions. Candidates required to sit recruitment tests will be set the same tests.

4. Grievances

Anyone who believes that there has been any breach of this equal policy or has a grievance in respect of any act of sexual or racial harassment or any other discrimination should raise the grievance in accordance with CAC's Grievance Procedure. Anyone who does not feel able to do this should raise it with the Director or if that is inappropriate, the Chair.

5. Discipline

An employee who harasses or discriminates against any other employee or CAC users or visitors on grounds of race, ethnic or national origins, disability, marital status, gender, sex, sexual orientation, age, class, responsibility for dependents or religious beliefs will be dealt with under CAC's Disciplinary Procedure. Such harassment or discrimination will normally be regarded as gross misconduct so that, on completion of the investigation and the relevant stage of the Disciplinary Procedure, the employee will be summarily dismissed.

Thank you for reading and good luck with your application.



Slogan plates created by Kingsgate Primary School pupils