

SERPENTINE



Arpita Singh, *My Lollipop City: Gemini Rising*, 2005. Vadehra Art Gallery © Arpita Singh.

Executive Assistant to Chief Executive
Candidate Pack

ABOUT SERPENTINE



*Giuseppe Penone, Respirare l'ombra (To Breathe the Shadow),
1999 Wire mesh, laurel leaves, bronze Total dimension
determined by the space Installation view Castello di Rivoli
Museo d'Arte Contemporanea Photo © Archivio Penone*

Championing the latest ideas in contemporary art since 1970, Serpentine has presented pioneering exhibitions for half a century from a wide range of emerging practitioners to the most internationally recognised artists of our time.

Set in London's Kensington Gardens, Serpentine presents a year-round programme of exhibitions, education and live events, across our two sites in park and beyond. Proud to maintain free access for all visitors, Serpentine reaches an exceptionally broad audience and maintains a deep connection with its local community and is building an avid digital following. We have a duty to the artists we exhibit to protect the heritage of our exhibitions and circulate the work to future audiences.

Serpentine looks to the future with a programme responding to the urgent issues of today. Key themes are: ecology and the climate emergency, equity and inclusion, the impact of digital and innovative technologies.

With the leadership of Bettina Korek, our Chief Executive, and Hans Ulrich Obrist, our Artistic Director, this is an exciting time to join Serpentine. As a member of the Executive Team, you'll have the opportunity to work with different teams across the organisation.

JOB DESCRIPTION

Job Title:	Executive Assistant to Chief Executive
Department:	Executive
Main Job Purpose:	To provide high-level administrative and strategic support to the Chief Executive, ensuring their time, communications, and relationships are managed effectively.
Reports To:	Senior Project Manager

OPPORTUNITY

Serpentine is seeking a highly organised and proactive Executive Assistant to provide strategic and high-level administrative support to our Chief Executive. This pivotal role will be integral to managing the Chief Executive's busy diary, communications, and relationships, enabling them to focus on delivering Serpentine's vision and expanding its global impact.

This is a unique opportunity to gain in-depth insight into the contemporary art world, working at the heart of a dynamic cultural organisation.

MAIN DUTIES

Executive Support

- Manage a dynamic and busy diary, scheduling and prioritising meetings, travel, and commitments in line with organisational goals.
- Oversee the Chief Executive's inbox to manage incoming communications and invitations to ensuring timely, diplomatic responses and clear information flow.
- Liaise confidently with internal and external contacts, acting as a trusted representative of the Chief Executive.
- Maintain accurate records and contacts in Salesforce (CRM).
- Handle all information with discretion and professionalism.

Operations & Administration

- Coordinate travel, meeting logistics, catering, AV/IT, and other arrangements to a high standard.
- Prepare and distribute agendas, briefings, and action points; follow up to ensure delivery.
- Process expenses, reconcile credit cards, and support other financial administration.
- Provide cross-cover within the Executive Office for Senior Project Manager during busy periods or absences, working closely with the Artistic Director's EA and other team members.

- Use Microsoft Office, SharePoint, OneDrive and Teams to manage communications and documents efficiently.

Meetings & Events

- Support preparation for internal and external meetings, including research, speaker briefs, and background notes.
- Manage RSVPs and logistics for Board and Committee meetings.
- Coordinate materials and timelines for the Chief Executive's speaking engagements.
- Maintain and update lists of donors and stakeholders; draft and send professional invitations and correspondence.
- Support event planning, managing and tracking guest lists, with the support of Senior Project Manager and Development and hosting, occasionally accompanying the Chief Executive at Serpentine events to ensure smooth delivery.

General

- Be a champion for Arts Council England's Inclusivity and Relevance Investment Principle to ensure best practice through a proactive approach to equality, diversity and inclusion.
- Adhere and actively contribute to all Serpentine policies, including Dignity at Work and Health & Safety.
- Any other activities as are necessary for the operation of the Executive Team and its strategic objectives.

PERSON SPECIFICATION

Essential

- Proven experience as a Personal or Executive Assistant, ideally supporting a senior leader in a fast-paced, public-facing environment.
- Exceptional organisational and diary management skills, with the ability to prioritise strategically.
- Excellent written and verbal communication skills; confident drafting correspondence and documents.
- Strong interpersonal skills and professional presence when engaging with a wide range of stakeholders.
- High computer literacy, including Word, Excel, Outlook, PowerPoint, and CRM systems (Salesforce desirable).
- Calm, proactive, and solutions-focused, able to handle confidential matters with tact and discretion.
- Flexible team player who thrives under pressure and adapts quickly to change.

Desirable

- Experience in the arts, culture, or creative industries.
- Interest in contemporary art and the cultural sector.

This job description is a guide to the nature of the work required of the Executive Assistant and does not form part of the contract of employment. It is neither wholly comprehensive nor restrictive and does not preclude change or development which may be required in the future.

ADDITIONAL INFORMATION & HOW TO APPLY

Salary:

£41,000 – £45,000 per annum depending on skills and experience.

Hours:

Our normal office working hours are 10am to 6pm, Monday to Friday, although the jobholder will be expected, within reason, to work such hours outside these periods as are necessary for the proper fulfilment of the role.

We operate a hybrid working model, with employees attending the office 3 days per week with the option to work from home 2 days per week.

Duration of Appointment:

Permanent, Full-time at 35 hours per week

Annual Leave:

25 days per annum, plus bank holidays, increasing by 1 day per year of service until 5 years.

Pension:

Participation in Serpentine's auto-enrolment pension scheme, which you can opt out of if you wish.

Other Benefits:

- discount on certain products such Limited Editions;
- access to our employee assistance programme;
- season travel ticket loans and a
- Cycle2Work scheme.

How to Apply:

Please apply with your CV and Cover Letter via Serpentine's website [here](#).

In your Cover Letter, please address:

- How your industry knowledge, skills and proven experience will bring benefit to the role;
- Examples of how you have applied skills and experience relevant to this role in your current or previous work;
- What specifically attracts you to this role and Serpentine.

Closing Date: Sunday, 9 November at midnight.

First stage interviews: Thursday, 13 November from 10 am – 5 pm.

Second stage interviews: Thursday, 20 November from 10:30 am – 12 pm.



Serpentine South Gallery. Photograph © Harry Richards
@reportography.



Serpentine North Gallery. Photograph © Harry Richards
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