



# LOWRY

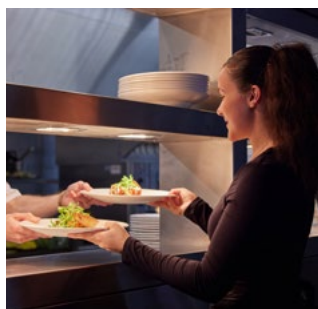
## RECRUITMENT PACK

[THELOWRY.COM](http://THELOWRY.COM)

# ABOUT US

Lowry is a registered charity (No: 1053962) committed to using visual and performing arts to enrich the lives of everyone around us – and those of our staff and volunteers too.

Working together as one team, we present audiences with a diverse programme of theatre, opera, musicals, dance, music, comedy and visual art as well as events and activities to expand the horizons of audiences and artists alike.





**At the heart of our work is a commitment to our local communities and young people. Tapping into the work on our stages and in our galleries, we offer thousands of free creative participation opportunities each year - nurturing new talent and developing creative professionals of the future.**

**So if that feels like something you want to be a part of.. read on!**





# VISION, MISSION AND VALUES

## OUR VISION WHY WE'RE HERE

A city where the benefits of creativity are felt by the many not the few.

## OUR MISSION HOW WE DO IT

Empower people from all backgrounds to experience culture on their own terms.

## OUR VALUES WHAT WE BELIEVE IN

We believe creativity is an undeniable force for good and has the potential to change people and places for the better. That's why our three pillars of People, Place and Potential are at the heart of everything we do.

### 1. PEOPLE IN IT TOGETHER

We are here for the people of Salford – supporting local communities, nurturing talent and creating a programme as diverse and open minded as our city itself.

### 2. PLACE MAKE IT COUNT

We are here to put creativity to good use, making a positive impact, socially and economically, on our communities, our city, our region, the UK and beyond.

### 3. POTENTIAL UNLOCK CREATIVITY

We are here to find ways to share the benefits of art and creativity further and wider, unlocking its potential for more people, in more places, in more ways.





## HOW DO WE FUND OUR WORK?

As a not-for-profit organisation, and registered charity, all profit is ploughed back into our work. Whether you've bought a ticket to a performance, given an online donation, eaten in Lowry Bar & Kitchen, bought a gift in our shop, or simply had a drink at the Coffee Shop, you've helped support our charitable aims.

We receive just 6% of our income from public funds – Arts Council England and Salford City Council. The remaining income is generated from box office sales, commercial activities and fundraising. Our development team generates income from Charitable Trusts & Foundations, individual membership schemes (including Friends and Patrons) as well as from companies through our Quay Club Membership and corporate sponsorships.



# ATTRACTION AND RECRUITMENT

Lowry is committed to creating an inclusive workforce by reflecting and representing the diversity of Salford and the UK.

We want to attract the broadest range of talented people to be part of Lowry – whether that is to work in our creative or support roles.

We particularly encourage applications from the following two people groups who are currently under-represented in our workforce and in the wider performing and visual arts sector; those people who experience racism and marginalisation, including those from African, Caribbean, North African, LatinX, South Asian, East Asian and South East Asian heritage and their diasporas, those who are disabled, Deaf and neurodivergent or have long-term health conditions.

Candidates who identify as people in one or both of these groups and who demonstrate in their application that they already meet all of the essential criteria in the person specification can opt to be considered as part of Lowry's guaranteed interview scheme. If you are invited to interview we'll ask you about any adjustments you may need, and if you are offered a role with us we will talk to you about any reasonable adjustments required to create a working environment where you will be supported to perform at your best.

To ensure fairness and to enable us to process your application through our shortlisting exercise, we ask that you remove all personal details (such as name, age, location, ethnicity, marital status etc) from your CV and covering letter before uploading. This reduces the risk of any potential bias during our recruitment process and ensures that all shortlisting is based on skills, experience and suitability for a role. Thank you for your understanding.

To find out about any opportunities to work for Lowry please visit our [vacancies page](#).



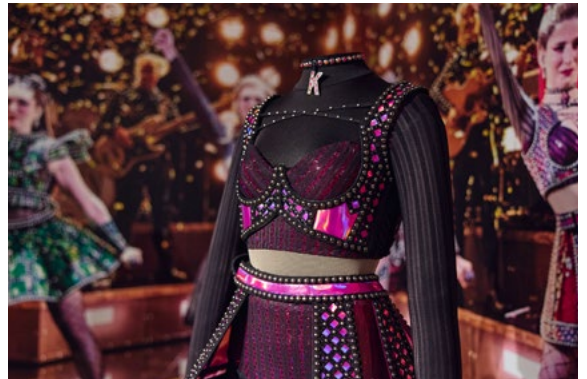
# OUR ROLES HAVE A NUMBER OF STAFF BENEFITS INCLUDING:

Complimentary and discounted theatre and live event tickets

Free car parking just a few minutes' walk from the Lowry building

Generous annual leave entitlement and a paid day off for your birthday!

Discounts at Lowry bars, restaurant and gift shop



# LOWRY



## JOB DESCRIPTION

<b>Post Title:</b>	Customer Support Agent
<b>Department:</b>	Ticketing
<b>Reports to:</b>	Ticketing Team Leader
<b>Contract Type:</b>	Full-time, fixed-term
<b>Salary</b>	£24,570 per annum (£12,285 pro-rata for fixed-term period)

## JOB PURPOSE

Based in the Quaytickets contact centre located within Lowry you will be part of the customer support team. Your main responsibilities will be administering and responding to customer queries, complaints and appreciations, delivering the very best customer experience through multiple channels, including e-mail, social media and click to chat.





## MAIN DUTIES AND RESPONSIBILITIES

- Respond to inbound communications from customer via e-mail, social media and click to chat. Offer solutions to queries ensuring we offer outstanding service in line with Lowry policies.
- Ensure customers are kept informed and all responses are within service levels and ensure customers remain net promoters of Lowry. Work towards a one touch and done approach to closing customer cases.
- Respond to customer contact from social media (Facebook and X direct messages and predictive posts) within agreed timescale.
- Respond to customers through click to chat service throughout opening window.
- Maintain accurate records where we have provided refunds or complimentary tickets as a gesture of goodwill. Provide reporting of expenditure in relation to these goodwill gestures.
- Report and breaches of GDPR non-compliance to the Contact Centre Manager and HoD. Also alerting the Lowry / Quaytickets data team to log the breach.
- Process "Access" submissions from customers in the ticketing system. Ensuring all customer data is handled in line with our Access and GDPR policies.
- Form part of the wider Customer Care team, where you will help in the management of Lowry customer queries and complaints, responding with the highest standards. You will need to assist with group bookings, and with Access submissions from customers. You will need to work closely as a team to prioritise workload throughout each day.
- Promote and comply with legislation and Lowry's policies on equal opportunities and health and safety both in the delivery of services and the treatment of others.
- Identify and undertake training and development as required in order to meet personal and business needs.
- Undertake any other reasonable duties, commensurate with the level of the post so as to ensure the smooth running of The Lowry and Quaytickets.

CRITERIA	ESSENTIAL	DESIRABLE
<b>SKILLS/ABILITIES</b>	Strong communication skills  Excellent customer care skills  Attention to detail	Internal and external stakeholder skills
<b>KNOWLEDGE</b>	Good working knowledge of Excel and Microsoft Office applications	Knowledge of Data Protection Act
<b>EXPERIENCE</b>	Delivering outstanding care in a contact centre or customer service role, where administration forms part of that role	
<b>QUALIFICATIONS</b>	Numerate  Literate	Customer Service training
<b>OTHER REQUIREMENTS</b>	A flexible and adaptable approach to fulfilling the duties of the post	Carbon Literacy trained or passion for sustainability preferred