

LOWRY

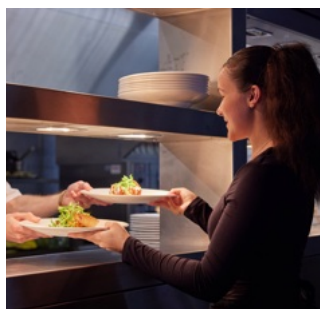
RECRUITMENT PACK

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

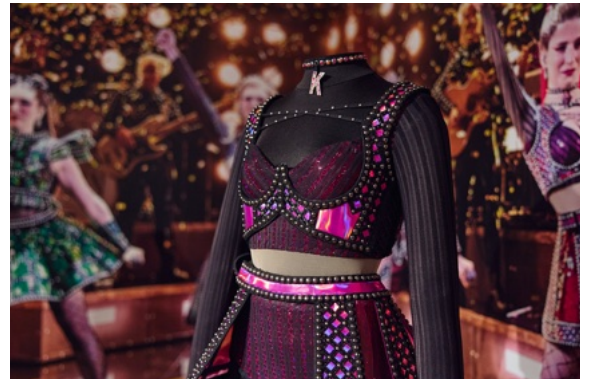
OUR ROLES HAVE A NUMBER OF STAFF BENEFITS INCLUDING:

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

Post Title: GALLERIES TEAM LEADER
Department: GALLERIES
Reports to: HEAD OF GALLERIES
Contract Type: PERMANENT
Salary: £21,387.60

JOB PURPOSE

JOB PURPOSE

To lead the Gallery Interpreter team in the consistent delivery of excellent customer service, ensuring high standards that complement and support the broad range of learning activity and events undertaken throughout Lowry.



MAIN DUTIES AND RESPONSIBILITIES

TEAM LEADERSHIP

- Open and close the Galleries, ensuring correct procedures are followed.
- Attend the morning Lowry-wide briefings, sharing appropriate and accurate information about Galleries events and activities.
- Plan and lead the morning team briefings before the Galleries open to the public, communicating information on the rest of the building's activities and relaying key information from the Access and Interpretation Manager and/or Head of Galleries as and when required.
- Before the galleries are open to check that all exhibits are in place and in good condition. Report any missing, faulty or damaged artworks to the Head of Galleries and/or the relevant curator.
- Check that the Galleries are safe and ready for visitors, correctly lit and the fire exits are completely free of obstruction. Report any problems to the Head of Galleries/Maintenance.
- Once the Galleries are open to be responsible for the safety of visitors, remaining constantly vigilant and knowing where the alarm points are and the means of escape from your area. Reporting any accidents or incidents immediately to Security and the Head of Galleries.
- Manage the daily invigilation of the Galleries and Welcome Desk.
- Co-ordinate and supervise the Galleries FOH research days programme.
- Be responsible for driving the Welcome Desk donations ask, ensuring contactless donation points are working properly and that the team are making visitors aware of The Lowry's charitable status and what donations are used for.
- Monitor group bookings and ensure the Galleries diary is up to date and communicate visits and changes to the rest of the team.
- Deal with disruptive visitors' politely but firmly and where necessary contact Security/the Head of Galleries for assistance.
- Work collaboratively with other departments in ensuring a consistent and seamless service is provided to our visitors.
- To work closely with colleagues in monitoring and evaluating the galleries experience, ensuring the Galleries' offer supports Lowry's commitment to first class visitor service. This will in part be driven by Data Collection programmes designed to increase our visitor understanding.
- Work with colleagues to ensure the widest access provisions are met.

LOWRY

TEAM LEADERSHIP

- Contribute to the review and updating of operating procedures as required.
- Maintain a regular and prominent 'on the floor' presence daily, anticipating the needs of visitors and the Galleries front of house team as appropriate.
- Respond to complaints, taking ownership and prompt appropriate action to resolve, contacting the appropriate colleague for assistance if required.
- Manage regular informal 1-2-1 meetings with your team.
- When required, play a full and active role in the management of the rota.
- Assist the Head of Galleries in the planning and delivering of team incentives.

INTERPRETATION AND INVIGILATION

- Approach visitors politely and help with exhibition interpretation, share background information, encourage opinion and furnish visitors with the means and confidence to voice their own thoughts, preferences and even dislikes.
- Record visitors' comments including directly solicited comments by way of conversation and informal tours where appropriate.
- Enforce film and photography copyright requirements as appropriate.
- Be based at the Galleries Welcome Desk, either working alone or supporting a member of your team to meet and greet visitors and provide information about the Galleries' offer.
- Take information from visitors for gift aid purposes, accurately recording personal details.
- Familiarise self with Lowry Collection and the themes and content of special exhibitions.
- Continuously refresh and renew your knowledge to provide visitors with fresh insights, interpretation and factually correct information about Lowry's life and work.
- Liaise with the curators and the Access and Interpretation Manager on appropriate ideas and methods that support tailored and proactive 1-2-1 visitor engagement.

OTHER

- 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 to meet personal and business needs.
- Undertake any other reasonable duties, commensurate with the level of the post to ensure the smooth running of The Lowry.

REVIEW ARRANGEMENTS

This job information cannot be all encompassing. It is inevitable over time that the emphasis of the job will change without changing the general character of the job or the level of duties and responsibilities entailed. This information may be periodically reviewed, revised and updated in consultation with the post holder to reflect appropriate changes.

CRITERIA

ESSENTIAL

DESIRABLE

CRITERIA	ESSENTIAL	DESIRABLE
<p>SKILLS/ABILITIES</p>	<p>Excellent interpersonal and communication skills</p> <p>Proven ability to adopt a positive approach to problem solving</p> <p>Confident, proactive, enthusiastic</p> <p>Excellent team player</p> <p>Ability to build a trusting and professional relationship with your team</p> <p>Ability to encourage and develop a positive working environment for your team</p> <p>Demonstrate a commitment to high levels of visitor service and meeting visitor needs</p> <p>Ability to remain calm under pressure</p> <p>Experience in planning and managing responsibilities and workload</p>	<p>Ability to write reports and updates based on their work and job objectives</p> <p>Ability to research art history and practice</p> <p>Ability to use Microsoft Word, Excel and PowerPoint</p>
<p>KNOWLEDGE</p>	<p>Awareness of the service and access needs of Galleries' visitors</p> <p>Awareness of the issues and challenges associated with engaging with young people and harder to reach groups</p> <p>Understanding of and commitment to equality and diversity</p>	<p>Relevant and current Vulnerable Adult and Child Protection issues</p> <p>A knowledge of modern and contemporary visual arts and design</p>

LOWRY

EXPERIENCE	Previous experience of working with the public in a customer facing role Previous experience of leading a team to deliver high standards of customer service Previous experience of people management	Working in the museums and galleries sector Experience of working in a learning environment Previous experience of leading a team
QUALIFICATIONS		
OTHER REQUIREMENTS	A flexible and adaptable approach to working hours that will include some evening and regular weekend work Experience using a personnel software system	Carbon Literacy trained or passion for sustainability preferred