



# LOWRY

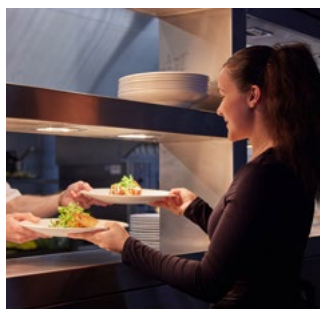
## RECRUITMENT PACK

[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](#).

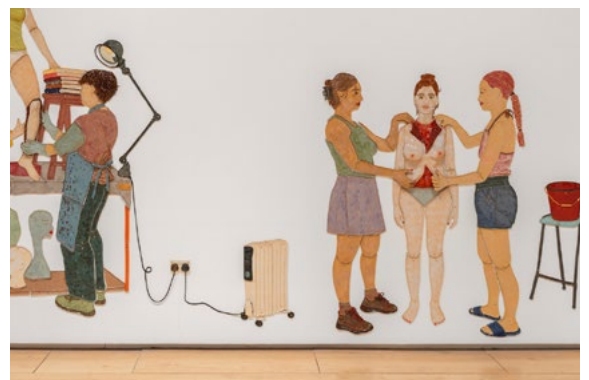
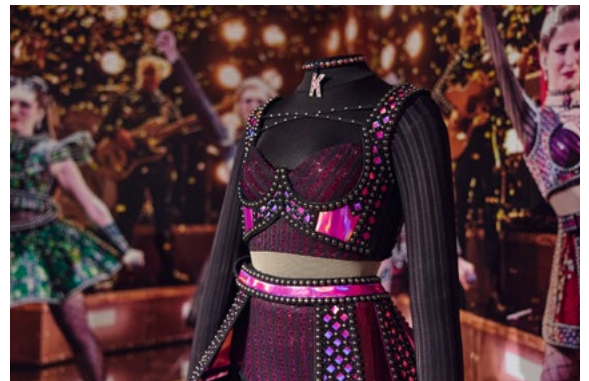
# OUR ROLES HAVE A NUMBER OF STAFF BENEFITS INCLUDING:

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



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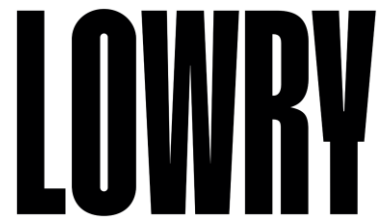
## JOB DESCRIPTION

**Post Title:** Retail Supervisor  
**Department:** Retail  
**Reports to:** Retail Manager  
**Contract Type:** Permanent  
**Salary** £30,286.21

## JOB PURPOSE

Responsible for the day-to-day shop floor operation of Lowry's retail shop, managing the retail team, driving sales and delivering optimum financial profitability by:

- Supervising the retail team to ensure customers receive excellent, proactive service
- Ensuring the shop is clean, tidy and products are well displayed
- Guaranteeing online orders are processed and fulfilled efficiently
- Ensuring rosters are appropriate to deal with business demands, and the retail team are effectively managed
- Leading on the implementation and maintenance of agreed merchandising and visual merchandising standards and guidelines



## MAIN DUTIES AND RESPONSIBILITIES

### **Customer Service and Standards**

- Take a hands-on proactive approach to working on the shop floor, leading by example.
- Ensure all members of the team provide excellent, proactive customer service at all times.
- Support in the delivery of Lowry's retail operation to maximise income and sales whilst maintaining customer satisfaction across instore and online channels, enhancing overall visitor experience.
- Maintain commercially relevant, visitor-focused visual merchandising, including LS Lowry merchandise and complementary product ranges, ensuring products are appropriate to programme activity and support artistic integrity.
- Develop and support the retail team on product display and visual presentation standards across the shop and wider building, ensuring displays are attractive, commercially effective, on brand and consistently maintained.
- Ensure the retail environment, stock areas and associated storage spaces are clean, organised, safe and welcoming for customers and staff, always maintaining high operational and presentation standards.
- Ensure packaging and point of sale materials are professionally presented and aligned with programme activity.
- Maintain a proactive presence on the shop floor, leading by example in customer service delivery and identifying opportunities to increase sales through effective upselling and cross-selling.
- Ensure all opening and closing procedures are delivered consistently and that online orders are fulfilled promptly, efficiently and to a high standard.

### **Personnel Management**

- Drive, develop and lead members of the retail team to provide excellent and efficient high end customer service.
- Manage all day-to-day aspects of staffing within the department, including delegation of tasks, training, staff development, motivation and performance management.
- Ensure the retail team are confident with internal processes, visual merchandising and EPOS systems, creating efficient and effective responses to day-to-day requirements.

# LOWRY

## **Health and Safety**

- Ensure compliance with health and safety legislation and Lowry policies across retail areas, including the completion of monthly health and safety checks and safe working practices.

## **Administration**

- Support in the maintenance of accurate and effective administrative processes relating to sales, stock, staffing and invoices, ensuring retail systems support efficient operation.
- Monitor stock levels, stock rotation and action discrepancies promptly, ensuring strong stock control and availability across all retail channels.
- Assist on all aspects of stock takes, including ensuring counts are accurate, reported and appropriate action taken to resolve discrepancies.
- Ensure compliance with cash handling, money security, retail procedures and relevant organisational policies, maintaining high standards of accountability and management.

## **Commercial Duty Manager**

- Act as Commercial Duty Manager as required, supporting the smooth running of commercial areas and working collaboratively with colleagues across departments to maintain an effective visitor operation.
- Build and maintain strong working relationships with internal teams, ensuring effective communication and a collaborative approach to achieving shared objectives.

## **Other Duties**

- This role involves working the majority of weekends.
- Promote and ensure compliance with equal opportunities, health and safety legislation and Lowry policies across all areas of responsibility.
- Identify personal and departmental development needs, undertaking training to enhance capability and effectiveness.
- Undertake any other reasonable duties consistent with the level and responsibilities of the role.

## **Review Arrangements**

This job description reflects the current requirements of the role. The duties and responsibilities may be reviewed and amended over time in consultation with the post holder to meet evolving business needs, without altering the core nature or level of the post.

## CRITERIA

## ESSENTIAL

## DESIRABLE

CRITERIA	ESSENTIAL	DESIRABLE
<b>SKILLS/ABILITIES</b>	<p>Excellent customer care skills</p> <p>Ability to motivate a team, delegate tasks and maintain a positive attitude at all times</p> <p>Ability to work as part of a team and on own initiative</p> <p>Strong organisational skills and attention to detail</p> <p>Excellent interpersonal and communication skills, including high levels of customer service</p>	<p>Experience with managing rosters</p> <p>Stocktaking</p> <p>Health &amp; Safety processes</p>
<b>KNOWLEDGE</b>	<p>An interest in art and/or theatre</p> <p>An interest/knowledge of LS Lowry</p> <p>Knowledge of visitor-facing retail environments</p> <p>Retail operations, merchandising and stock control</p>	<p>Current retail trends</p>
<b>EXPERIENCE</b>	<p>Retail supervision</p> <p>Strong visual merchandising</p> <p>Cash handling, use of EPoS systems and online order fulfilment</p>	<p>Shopify or other online retail software</p> <p>Working in a gallery, museum, visitor attraction or similar environment</p>

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<b>QUALIFICATIONS</b>	Good standard of literacy and numeracy  Strong IT skills, including Microsoft Office	Art, design or retail qualification or equivalent relevant professional experience  Carbon Literacy trained or passion for sustainability
<b>OTHER REQUIREMENTS</b>	Understanding of Lowry's core purpose and values  Flexible, adaptable and collaborative approach  Reliable, motivated and committed to high standards of delivery	