



LOWRY

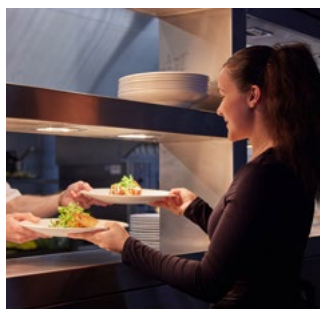
RECRUITMENT PACK

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 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](#).

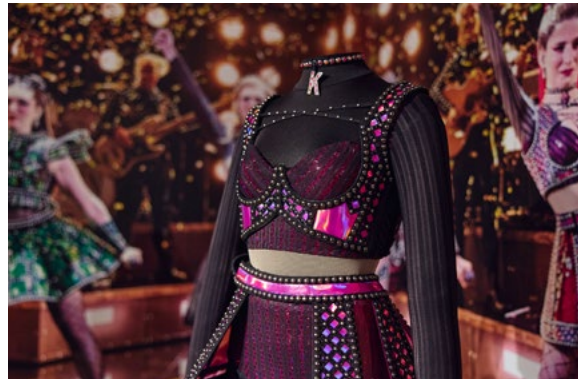
OUR ROLES HAVE A NUMBER OF STAFF BENEFITS INCLUDING:

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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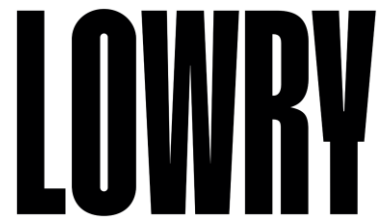


JOB DESCRIPTION

Post Title: Casual Retail Assistant
Department: Retail
Reports to: Retail Supervisor
Contract Type: Casual
Salary £13.45 per hour

JOB PURPOSE

The key roles and functions are to maximise revenue generated by the retail department and welcome all of our visitors to Lowry by providing proactive customer service, sales drive, team working and excellent product knowledge.



MAIN DUTIES AND RESPONSIBILITIES

Customer Service

- Positively engage with all visitors and provide excellent, proactive customer service at all times. Deliver a high level of product knowledge and understanding, offering alternatives where appropriate and focus on upselling and cross selling at point of sale
- Process and fulfil on-line and telephone orders daily and follow all guidelines and procedures
- Respond to customer queries via both email and telephone in a timely and competent manner whilst maintaining a professional approach
- Ensure the shop floor is consistently clean, tidy and well stocked, maintaining an attractive shopping environment, as well as a clear, concise customer journey throughout the gift shop

Stock

- Ensure that stock is correctly priced, coded and entered properly onto the EPOS system, as well as making sure all products scanned at point of sale are correct
- Assist with deliveries ensuring that stock is safely and neatly stored in the stockroom and that relevant paperwork is completed accurately and without delay
- Ensure the stock room is clean, tidy and well maintained. Inform retail management when stock and sundries are running low and bring to their attention any stock/product issues
- Assist on all aspects of stock takes; including counting stock; ensuring counts are accurate and assist with any appropriate action to resolve any discrepancies

Procedures

- Ensure shop opening and closing guidelines and procedures are followed at all times
- Ensure all EPOS procedures are followed at all times, as well as reporting of any errors/malfunctions to the management team
- Responsible for the security of all relevant monies in compliance with company procedures, as directed by the retail management team
- Liaise and communicate effectively with all members of the retail management and non-management team in order to ensure all business objectives are achieved
- Ensure merchandising and visual merchandising standards and guidelines are followed and maintained
- Maintain Lowry's hygiene standards complying with agreed cleaning schedules and policies, across the retail function
- Report health and safety hazards with regard to working practices, defective equipment or physical working environment to retail management or maintenance team



MAIN DUTIES AND RESPONSIBILITIES

Other Duties

- Required to work on a flexible rota pattern, which includes regular weekend and bank holiday work, as well as evening working where required
- Assist in carrying out and recording 'on the job' staff training sessions with casual members of the retail team. This will be done with the support of the management team
- Responsible for identifying and undertaking training and development as required in order to meet personal and business needs
- Promote and comply with legislation and Lowry's policies on equal opportunities and health and safety both in delivery of services and the treatment of others
- Fulfil, on occasions, other reasonable duties which may be required to be undertaken in other departments of Lowry, in order to meet business and customer needs and undertake any other reasonable duties, commensurate with the level of the post so as to ensure the smooth running of Lowry

REVIEW ARRANGEMENTS

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

LOWRY

CRITERIA	ESSENTIAL	DESIRABLE
SKILLS/ABILITIES	<p>Excellent proactive customer service and care skills</p> <p>Ability to work as part of a team and on own initiative</p> <p>Excellent interpersonal and communication skills</p> <p>High standards and exceptional attention to detail</p> <p>Proactive approach to replenishment of goods and maintaining a clean/tidy shop floor and stockroom</p>	<p>Upselling/cross-selling skills</p> <p>Good visual merchandising skills</p>
KNOWLEDGE	<p>An interest in art and/or theatre</p> <p>Knowledge of and interest in current trends and development within the retail industry</p>	<p>Knowledge of and interest in LS Lowry and other genres of art</p> <p>Knowledge of the cultural sector</p>
EXPERIENCE	<p>Experience of working in a retail environment at a gallery, museum or similar tourist attraction</p> <p>Cash handling</p> <p>Use of EPOS systems</p>	<p>Experience of working in a high-street or other gift shop outlet</p> <p>Experience of performing stock taking duties</p>
QUALIFICATIONS	<p>Numerate</p> <p>Good level of literacy</p>	<p>IT literate, particularly with Microsoft Office</p> <p>Good knowledge of online order fulfilment using Shopify or similar</p>
OTHER REQUIREMENTS	<p>Reliable and punctual</p> <p>Motivated</p> <p>Flexible and adaptable approach to working hours</p>	<p>Carbon Literacy trained or passion for sustainability preferred</p>