



Direct Tel: 0161 876 2086

Email: recruitment@thelowry.com



PRIVATE & CONFIDENTIAL

Dear Sir/Madam,

APPOINTMENT OF GALLERY INTERPRETER

Thank you for your interest in the above post. Please find enclosed the job description and personal specification for Gallery Interpreter.

To apply for this position, please complete the application form. Under the Additional Information section please describe how you will apply your knowledge, experience, skills and qualities to fulfil the main duties and responsibilities of the post within a high profile visual and performing arts facility.

The application deadline for this position is **Monday 21 May 2018 at 10.00am**. Please email this to recruitment@thelowry.com or post to Human Resources, The Lowry, Pier 8, Salford Quays, M50 3AZ.

Thank you again for your interest in The Lowry.

Yours faithfully,

Kay Sutton

Human Resources Advisor

JOB DESCRIPTION

Post Title : Galleries Interpreter
Department : Visual Arts
Reports to : Head of Gallery Operations

JOB PURPOSE

The Lowry is committed to providing a first class visitor experience in a welcoming, responsive and informative environment. Gallery visitors are encouraged to enquire about, explore, enjoy and discuss the exhibits and displays.

The Galleries Interpreter role is centred around exhibition interpretation, with front of house invigilation and welcome desk duties requiring a positive and pro-active approach to visitor engagement.

Using a variety of innovative techniques, including conversation, demonstrations and hands-on activities, Galleries Interpreters encourage discussion and support visitors in exploring their interests.

Galleries Interpreters are also a source of information with specialist knowledge of current and future exhibitions, as well as keeping up to date with events and activities in other areas of The Lowry.

MAIN DUTIES AND RESPONSIBILITIES

INVIGILATION

- Monitor all exhibits ensuring they are in good condition. To report any missing, faulty or damaged artworks to a Senior Galleries Interpreter and/or Head of Gallery Operations.
- Check that the gallery is correctly lit and the Fire Exits are completely free of obstruction. To report any problems to a Senior Galleries Interpreter and/or Head of Gallery Operations.
- Be responsible for the safety of visitors in the galleries during opening hours, 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 a Senior Galleries Interpreter and/or Head of Gallery Operations.
- Approach visitors politely and offer assistance with exhibition interpretation, sharing background information, encouraging opinion and furnishing visitors with the means and confidence to voice their own thoughts, preferences and even dislikes.
- Deal with disruptive visitors politely but firmly and where necessary contact a Senior Galleries Interpreter and/or Head of Gallery Operations for assistance.

- Record visitors' comments including directly solicited comments by way of conversation and informal tours where appropriate.
- Be responsible for enforcing film and photography copyright requirements as appropriate

WELCOME DESK

- Cover the Galleries Welcome Desk as and when required, meeting and greeting visitors and providing information about the gallery offer.
- Encourage donations ensuring visitors are aware of the Lowry's charitable status and what donations are used for.
- Taking information from visitors for gift aid purposes, accurately recording personal details.

INTERPRETATION – THE LOWRY COLLECTION

- Familiarise yourself with The Lowry Collection and the themes and content of special exhibitions.
- Continuously refresh and renew your knowledge in order to provide visitors with fresh insights, interpretation and factually correct information about Lowry's life and work.
- Liaise with the Head of Gallery Operations and Senior Galleries Interpreters on appropriate ideas and methods that support tailored and proactive 1-2-1 visitor engagement.
- Provide visitors with insights and 'points of entry' for each different special exhibition and for the Lowry Collection. This may include conversation themes, responses to likely questions, discussion points, supporting material and formal/informal activities.
- Liaise with the Head of Gallery Operations and Senior Galleries Interpreters on appropriate ideas and methods that support tailored and proactive 1-2-1 visitor engagement.
- Deliver or assist in the delivery of programmed tours and talks to a variety of audiences, including families and school groups.
- Deliver or assist in the delivery of bespoke gallery or exhibition tours and talks to specific groups as required

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 |
|---|---|---|
| SKILLS / ABILITIES | <p>Excellent interpersonal skills</p> <p>Excellent communication skills</p> <p>Ability to research art history and practice</p> <p>Excellent team player</p> <p>Confident, proactive, enthusiastic</p> <p>Commitment to meeting visitor needs</p> | |
| KNOWLEDGE | <p>Awareness of the service and access needs of Gallery 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> |
| QUALIFICATIONS, TRAINING AND EDUCATION | | |
| EXPERIENCE | <p>Previous experience of working with the public</p> | <p>Working in the museums and galleries sector</p> <p>Experience of working in a learning environment</p> |
| OTHER | <p>A flexible and adaptable approach to working hours that will include some evening and weekend work</p> | |

