



Direct Tel: 0161 876 2086

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PRIVATE & CONFIDENTIAL

Dear Sir/Madam,

APPOINTMENT OF LOWRY NON-STOP COORDINATOR

Thank you for your interest in the above post. Please find enclosed the job description and personal specification for Lowry Non-Stop Coordinator.

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	:	Lowry Non-Stop Coordinator
Department	:	Visual Arts
Reports to	:	Access and Interpretation Manager

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.

As part of the Lowry's family offer, every August we host daily activities and workshops for children in The Lookout – our designated creative space for under 12s.

The Lowry Non-Stop Coordinator role is responsible for ensuring the smooth delivery of the Lowry Non-Stop programme, using a variety of techniques to encourage participation and engagement. They will also be expected to perform duties within and around the galleries as required during busy periods.

MAIN DUTIES AND RESPONSIBILITIES

PROGRAMME DELIVERY

- To familiarise yourself with the Lowry Non-Stop activity schedule and ensure the correct activities start and finish on time
- To prepare the relevant materials for workshops and activities in advance of the scheduled start time, maintaining supplies throughout the day
- To keep The Lookout store cupboard well-stocked and organised, liaising with the Visitor Experience Team Leaders to reorder and replenish equipment
- To liaise with the front of house team both within the galleries and across the building, ensuring they are aware of the activities on offer that day and this is communicated to visitors
- To liaise with artists and other workshop facilitators

FACILITATING ACTIVITIES

- To build excellent relationships with colleagues, adults and children
- To ensure The Lookout is a happy, safe and stimulating environment
- To be present in The Lookout throughout the day, encouraging families to participate in the activities on offer
- To approach visitors politely and offer assistance with activities, the level of which will vary depending on visitor needs and expectations
- To ensure activities adhere to risk assessments and the health and safety of visitors is maintained at all times
- To deal with disruptive visitors politely but firmly and where necessary contact a Team Leader for assistance.
- To record visitors' comments including directly solicited comments by way of conversation and informal tours where appropriate.
- To be responsible for enforcing photography rules and regulations as appropriate

GENERAL

- To cover the Galleries Welcome Desk as and when required, meeting and greeting visitors and providing information about the gallery and Lookout offers.
- To encourage donations ensuring visitors are aware of the Lowry's charitable status and what donations are used for.
- To be flexible, cooperative and communicative at all times

CRITERIA	ESSENTIAL	DESIRABLE
SKILLS / ABILITIES	<p>Excellent interpersonal skills.</p> <p>Excellent communication skills.</p> <p>Excellent team player.</p> <p>Confident, proactive, enthusiastic.</p> <p>Commitment to meeting visitor needs.</p> <p>Attention to detail.</p>	
KNOWLEDGE	<p>Awareness of the service and access needs of families and young people.</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 or interest in contemporary visual arts and design.</p>
QUALIFICATIONS, TRAINING AND EDUCATION		<p>First Aid qualification.</p> <p>Qualifications in leading children in arts and crafts.</p>
EXPERIENCE	<p>Previous experience of working with the public.</p> <p>Experience of, and enjoyment of working with children.</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.</p>	