



Liverpool Biennial

Front of House Coordinator

Job Information Pack

Closing date: 20 March 2023

Liverpool Biennial

FRONT OF HOUSE COORDINATOR **Fixed-term contract to 31 October 2023**

Hello, and thank you for your interest in the role of Front of House Coordinator at Liverpool Biennial. Please find below further details about the job, along with some details about Liverpool Biennial and what it is like to work with us.

The Front of House Coordinator will work within the Programme team. The role will be offered on a fixed-term contract until 31 October 2023 at a salary of between £22,954 - £24,184, depending on experience. The job will be based in the Biennial Head Office on New Bird Street, with the option to work from home on occasion, with prior agreement of your line manager.

We are a small team who work closely together with our Guest Curator for the 2023 edition, Khanyisile Mbongwa, other Biennial departments and our partners across the city. The Front of House Coordinator is a key staff member at the Biennial, leading on all aspects of front of house and visitor services for Liverpool Biennial 2023. The role will ultimately be responsible for ensuring our visitors have the best experience possible.

Diversity and inclusion are core values at Liverpool Biennial. We welcome applications from all sectors of the community, including applications from people of colour, Black, Asian and minority non-white groups, Indigenous people, Disabled people, people who identify as being LGBTQIA+ and others of any age who demonstrate the ability to contribute to our vision of a diverse and inclusive community.

We are happy to try and make the application process easier for you if you have any particular access requirements, so if you need to have these details in a different format, please do email me at jade@biennial.com and I will discuss your needs confidentially, and try and find the best way for you to apply.

Thank you for your interest in this role. On the following pages you can find out more about the Biennial and the work that we do, the support the Biennial offers its employees, and the job description for Front of House Coordinator. If you are interested in the role, then the details of how to apply are also included. The team and I look forward to hearing from you.

Best wishes,
Jade Mitchell
Operations Manager (HR)

Liverpool Biennial

JOB DESCRIPTION – FRONT OF HOUSE COORDINATOR

Reports to:	Head of Programme
Responsible for:	Mediators, Interns and Volunteers
Department:	Programme
Salary:	£22,954 - £24,184
Contract:	Full-time, Fixed Term until 31 October 2023. Shifts will involve weekends (normal working week Wednesday – Sunday) and some evenings when required
Location:	Liverpool Biennial office (55 New Bird Street, Liverpool L1 0BW), and at Liverpool Biennial 2023 sites across the city centre
Deadline:	Midnight, Monday 20 March 2023
Interviews:	Monday 27 March 2023

About Liverpool Biennial

Since its inception in 1998, the Biennial has become renowned in the international contemporary art world, bringing together different voices and artistic practices from across the world. Taking place every two years, Liverpool Biennial activates public institutions, historical sites and extraordinary locations across Liverpool, delivering exhibitions and major commissions in the public realm. Each edition is underpinned by a year-round programme of research, education, residencies, projects and commissions. Having commissioned over 340 new artworks and presented work by over 480 celebrated artists from around the world, Liverpool Biennial is built on a longstanding commitment to connecting international artists with local practitioners, communities and the public at large.

About the Programme Team

The Programme Team is made up of Programme, Learning and Front of House colleagues who work collaboratively to produce ambitious, innovative projects including the Biennial festival, year-round public realm commissions, publications and a public programme of talks, workshops, performances and events.

We are a small team who work closely together with our Guest Curator for Liverpool Biennial 2023, Khanyisile Mbongwa, and with other departments and partners across the city.

About the role

The Front of House Coordinator is a key staff member at the Biennial, leading on all aspects of front of house and visitor services for Liverpool Biennial 2023. This will involve (but will not be limited to) recruitment and management of 10-15 Mediator roles, including the development and delivery of a 4-week training programme, daily rota setting, pastoral care and line management. The role will ultimately be responsible for ensuring our visitors have the best experience possible, which will

mean daily management of up to three exhibition spaces in ‘found’ or disused venues, liaising with partners venues, safety and maintenance of artworks and exhibitions, running of tours and workshops, and ensuring clear and effective communication and feedback between the mediator team and our Programme team.

We are looking for somebody with excellent management, personal and organisational skills to lead our Front of House team and programme, and to welcome visitors to our 12th festival edition (10 June – 17 Sept 2023), exhibitions, events and city.

Main Duties:

Management

- Ensure the provision of a high-quality mediation and interpretation service for Liverpool Biennial 2023 by directly line-managing 10-15 Mediator roles across up to three venues
- Manage and organise the visitor services team of Mediators (invigilators/guides), who interact with audiences across the Biennial exhibitions and events
- Ensure that the Mediator team are well prepared, knowledgeable, motivated and empowered to deliver an outstanding experience for all visitors. This will involve assisting in the management of on-going recruitment, co-ordination, supervision, training and development of the team.
- Oversee the daily opening/ closing of the venues, safety and maintenance of the art installations, checking that all equipment and facilities are adequate.
- Work with the Liverpool Biennial team, in particular our Access Liaison Officer, to make the venues as accessible as possible for audiences, artists and staff
- Implementation of a new library, shop and workshop space at one of our found venues
- Liaise with all partners and the core Liverpool Biennial team to ensure regular exchange of clear and up-to-date information and feedback from audiences

Delivery of an Outstanding Experience for Mediators:

- Lead, inspire and manage the Mediator team. Lead by example by proactively engaging and supporting visitors and team members alike
- Become an expert on Liverpool Biennial 2023 exhibitions and events
- Organise the rota for both full-time and part-time Mediators in advance, whilst also managing daily schedules and briefings. Coordinate annual leave, sickness and breaks
- Offer effective line management and pastoral care to Mediator team, including regular 1:1 and ensuring clear lines of communication and feedback are upheld
- Ensure provision of staff rooms, drinking water, toilet facilities at every venue
- Facilitate on-going recruitment, induction, continuous training and development of the Mediator teams
- Work with the Head of Programme and Curator of Learning to develop and deliver a month-long induction and training programme for Mediators, as well

as delivering briefings and induction packs for partner venue FoH staff on the Liverpool Biennial artworks in their spaces

- Ensure open communication and co-ordination with partner organisations' staff and volunteers, building and strengthening relationships to ensure a coherent staff and visitor experience across all LB venues
- Encourage the Mediator team to engage with all available development opportunities and relevant social aspects
- Co-ordinate the documentation and evaluation of the Mediator programme and, working with the Liverpool Biennial Development team, ensure visitor feedback and surveys are being collected to feed into the overall evaluation of LB2023

Delivery of Outstanding Visitor Experience:

- Ensure that the Mediator team delivers an outstanding visitor experience for arts professionals, key sponsors, patrons, affiliates and the general public
- Ensure the accessibility and provision of information and advice to all visitors and guests to enable them to make the most of their visit, which will encourage repeat visits and footfall driving between venues
- Manage the day-to-day running of the venues, including being ultimately responsible for daily opening and closing of spaces
- Be main point of contact for all 'found venue' owners and building managers, ensuring they are kept up to date with activity, changes and any questions or concerns are addressed and resolved quickly
- Ensure appropriate staff provision across all venues at all times through overseeing Mediator rotas and ensuring our staff Code of Conduct is followed by team members
- Work with the LB Programme and Learning teams to support the smooth running of the public and learning programmes, including preparing venues and ensuring appropriate staffing levels for events and group trips
- Coordinate tours and Mediator-supported group visits, including implementing a calendar of Mediator-led tours
- Work with the Liverpool Biennial Development and Programme teams in the organisation of celebrations, launch / closing events and exhibition activities, VIP tours, Press tours etc.
- Ensure that all enquiries made in person, by telephone, e-mail, or in writing are handled professionally, courteously, promptly and effectively. Assist visitors or guests with specialist enquiries, either transferring them to someone who can help or taking their details and contacting them when the information is found.

Operations and Administration

- Ensure that the works of art are maintained in good condition, reporting any faults or issues to the Head of Programme for resolution as soon as possible and within a maximum of 12 hours
- Ensure that Liverpool Biennial 2023 venues are health and safety compliant: clean, free of clutter, and that all equipment remains in working order

- Ensure cleaning provisions (such as hand sanitiser) are always available to staff and visitors when necessary, alongside implementing regular cleaning schedules and visitor flow plans
- Work with the Access Liaison Officer and Production Manager to ensure all venues and artworks are made as accessible as possible and that clear, up-to-date access information is made available to visitors
- Write, implement and manage health and safety guidelines, risk assessments and safeguarding protocols for exhibition and information sites, ensuring any risks are identified and mitigated, and that any incidents are reported in line with LB policies
- Ensure every venue has adequate First Aid and fire safety provision, including (but not limited to) a designated First Aider, a designated Fire Safety Marshall, a fully stocked first aid kit and accident report forms, fire extinguishers and blankets, clear emergency signage and instructions for both staff and visitors
- Provide verbal and written visitor/customer feedback and ideas for improvement to the Programme team
- Be knowledgeable of Liverpool Biennial 2023 exhibits and activities, local geography, transport services, hotels, shops and other relevant public information. Promote and provide information on opening hours, exhibitions, events, facilities and access provision
- Work closely with Development Team to develop and manage visitor donations and sales of merchandise

General

- Attend training and professional development opportunities as required
- Work within the context of Liverpool Biennial's Equality and Diversity, Health and Safety, Sustainability and Safeguarding Policies in delivery of internal and external service and treatment of employees alongside all other Company policies as detailed in the Staff Handbook
- Other duties commensurate with the nature and responsibility level of the post

PERSON SPECIFICATION

Essential:

- At least two year's relevant work experience in a similar role
- Experience of working with people from a wide variety of backgrounds
- Demonstrable experience of team leadership and line management
- Excellent verbal and written communication skills
- Ability to inspire and motivate others
- Good organisation and planning skills
- Demonstrable ability to engage individuals with contemporary art & culture
- Commitment to equality, diversity and inclusion
- Commitment to environmental sustainability

Desirable:

- Implementation and delivery of staff training and development programmes
 - Experience of implementing bespoke health and safety, audience control and booking procedures
 - Up to date knowledge of current health and safety practices and policies

- Knowledge of and/or training in Safeguarding legislation
- Valid First Aid or Fire Warden training
- Presentation skills
- Full UK Driver's license

This role will require the successful applicant to obtain a DBS check.

TERMS AND CONDITIONS

Location	Liverpool Biennial Head Office (55 New Bird Street, Liverpool L1 0BW), and at Liverpool Biennial 2023 sites across the city centre
Contract	Full-time, Fixed Term until 31 October 2023. Shifts will involve weekends (normal working week Wednesday – Sunday) and some evenings when required
Salary	£22,954 - £24,184, depending upon experience
Hours	Full-time
Holidays	25 days per annum in addition to all statutory and public holidays (this will be calculated pro-rata dependent on contract start/end date)
Notice	One Month
Additional Benefits	Employee Assistance Programme, Bike 2 Work scheme

HOW TO APPLY

The Closing date for applications for this role is Midnight on 19 March 2023

If you would like to be considered for the role, please send us:

- An up-to-date CV or a 3-minute audio or video file telling us the content of your CV
- A supporting statement which addresses why you are interested in the role and how you meet each of the criteria listed within the person specification, giving examples (with hyperlinks to examples if you wish) from your experiences to date from both within and outside of work.
- Contact details for two referees (an offer of employment will not be confirmed without two satisfactory references; however, we will not make contact with them without seeking your permission first).
- Confirmation of whether or not you identify as disabled. As a Disability Confident employer, we will offer an interview to all disabled applicants who fully meet the essential criteria in the person specification

Completed applications should be submitted to jade@biennial.com by the closing date of **Midnight on 20 March 2023**, with the following subject title: '**your name - application for Front of House Coordinator**' Upon receipt of your application, we will send you a link to our equality monitoring form for you to complete and submit online. The information on the form will be treated as confidential, stored anonymously, and used for statistical purposes only. The completed form will not be treated as part of your application.

After the closing date, our shortlisting panel will then meet to evaluate all of the applications and a short-list of applicants will be invited to interview. Interviews will take place in person in Liverpool on **27 March 2023**

If you require any further information about this recruitment process, need additional information about the role, or would like to discuss your access requirements, please Jade Mitchell at jade@biennial.com. We are here to support you.



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Image credit: Ugo Rondinone, Liverpool Mountain, 2018. Image courtesy Liverpool Biennial. Photo Mark McNulty