



Front of House Coordinator

Job Information Pack

Closing date: Sunday 26 January 2025,
11.59pm

Liverpool Biennial

Front of House Coordinator (Fixed term contract 3 March – 30 September 2025)

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 role, 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 30 September 2025 at a salary of between £25,457 - £27,414 depending on experience. The job will be based across Liverpool Biennial 2025 venues in Liverpool City Centre and will include evening and weekend working.

We are a small team who work closely together with our Guest Curator for Liverpool Biennial 2025, Marie-Anne McQuay, and with other departments and partners across the city, nationally and internationally to develop and deliver the 13th festival edition (7 June – 14 Sept 2025). 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 2025.

Diversity and inclusion are core values at Liverpool Biennial and our aim is for the organisation to be representative of today's society. We welcome applications from all sectors of the community, especially from those who are currently underrepresented in our organisation and the wider arts sector, including people of colour, Black, Asian and global majority groups, LGBTQIA+ people, and d/Deaf and disabled people.

We are happy to try and make the application process easier for you if you have any access requirements, so if you need to have these details in a different format, please do email applications@biennial.com to discuss your needs confidentially and we can discuss 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 that we offer our employees, and the job description for Front of House Man. 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 (HR Support Coordinator)

JOB DESCRIPTION

Front of House Coordinator

Salary: £25,457 - £27,414 depending on experience
Reports to: Director of Programme and Partnerships
Responsible for: Festival Guides (10x FT), Interns
Contract: Full-time, Fixed Term from 3 March - 30 September 2025.

Shifts will involve weekends (normal working week Wednesday – Sunday during festival dates) and some evenings when required.

Deadline: 11:59, Sunday 26 January 2025.

About Liverpool Biennial

Since its inception in 1998, the Biennial has become renowned in the international contemporary art world, bringing together artistic practices from across the globe. 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 392 new artworks and presented work by over 560 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 2025, Marie-Anne McQuay, and with other departments and partners across the city, nationally and internationally to develop and deliver the 13th edition of the festival (7 June – 14 Sept 2025).

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 2025. This will involve (but will not be limited to) recruitment and management of 10-15 Festival Guide roles, including the development and delivery of a 4-week training programme, daily rotating, 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 Front of House 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 13th festival edition (7 June – 14 Sept 2025), exhibitions, events and city.

MAIN DUTIES:

Management

- Ensure the provision of a high-quality mediation and interpretation service for Liverpool Biennial 2025 by directly line-managing 10-15 Festival Guide roles (part time and full time) across up to three venues.
- Ensure that the Festival Guides 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 ensure venues and events are made as accessible as possible for audiences, artists and staff.
- Liaise with all partners and Liverpool Biennial team members to ensure regular exchange of clear and up-to-date information and feedback from audiences.

Delivery of an Outstanding Experience for Festival Guides:

- Lead, inspire and manage the Front of House team. Lead by example by proactively engaging and supporting visitors and team members alike.
- Be knowledgeable of Liverpool Biennial 2025 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.
- Organise the rota for both full-time and part-time Festival Guides in advance, whilst also managing daily schedules and briefings. Coordinate annual leave, sickness and breaks.
- Work with the Director of Programme and Partnerships and Curator of Learning to develop and deliver a month-long induction and training programme for Festival Guides, as well as delivering briefings and induction packs for partner venue FoH staff on the Liverpool Biennial artworks in their spaces.
- Offer effective line management and pastoral care to Festival Guide 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.
- 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.

- Co-ordinate the documentation and evaluation of the Festival Guide programme and, working with the Liverpool Biennial Development team, ensure visitor feedback and surveys are collected regularly to feed into the overall evaluation of LB2025.

Delivery of Outstanding Visitor Experience:

- Ensure that the Festival Guide 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.
- Manage the day-to-day running of venues, including being ultimately responsible for daily opening and closing of spaces.
- Be main point of contact for all 'found venue' owners and building Coordinators, ensuring they are kept up to date with activity, changes and any questions or concerns are addressed and resolved quickly.
- 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 Festival Guide-supported group visits, including implementing a calendar of Festival Guide-led tours.
- Support 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 Admin

- Ensure that the works of art are maintained in good condition, reporting any faults or issues to the Director of Programme and Partnerships for resolution as soon as possible and within a maximum of 12 hours.
- Ensure that Liverpool Biennial 2025 venues are health and safety compliant: clean, free of clutter, and that all equipment remains in working order.
- Ensure cleaning provisions 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 Coordinator 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

- Work closely with the 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 Code of Conduct, 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 Criteria

- At least two year's relevant work experience in a similar role
- 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 equity, diversity and inclusion
- Commitment to environmental sustainability

Desirable Criteria

- 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
- Full UK Driver's license

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

TERMS AND CONDITIONS

Location	Across various Liverpool Biennial 2025 sites in Liverpool city centre
Contract	Fixed term 3 March to 30 September 2025 (subject to completion of three-month probationary period)
Salary	£25,457 - £27,414, depending upon experience
Hours	Full-time 37.5 hours per week. March – May 2025 working days will be Monday – Friday, June – September working days will be Wednesday – Sunday.
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 and the contracted number of hours)
Notice	One Month
Additional Benefits	Employee Assistance Programme, wellbeing support through Wellbeing in the Arts

HOW TO APPLY

The Closing date for applications for this role is Sunday 26 January 2025, 11:59pm.

If you would like to be considered for the role, please apply [here](#).

You will be asked to please send us:

- 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.
- If you would like to alternatively send a 3-minute audio or video file telling us the content of your CV, please email jade@biennial.com directly.

Completed applications should be submitted [here](#) by the closing date of **11.59pm on 26 January 2025**.

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 shortlist of applicants will be invited to interview. Interviews will take place in person in Liverpool on Friday 14 February 2025.

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 contact 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