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FACT Liverpool is the UK's leading organisation for the support and exhibition of art and film that explores new media and digital culture. The award-winning FACT centre opened in 2003 in the Ropewalks area of Liverpool, a hub for independent shops, restaurants, bars, nightlife and galleries. The FACT centre houses three art galleries, four cinema screens, a lab for learning and experimentation, a cafe, and a bar. Each year we welcome 250,000 visitors to our building, and collaborate with over 10,000 adults and young people through our Learning Programme, which we deliver in partnership with schools and community organisations across the Liverpool City Region.

♥ MISSION STATEMENT

Our mission is to enrich lives and shape the future through Film, Art and Creative Technology.

💡 INSPIRE AND BE INSPIRED

We inspire, support and collaborate with a diverse new generation of artists, film-makers, creative makers and critical thinkers, to enable emerging talent and young people to gain confidence, skills, experience and understandings of the world. Our talent and skills development opportunities enable young people and emerging creative professionals to defy the ordinary.

🧠 RETHINK, RESHAPE, TRANSFORM

We provide a world-class artistic programme of contemporary art that engages with science and digital technologies. Each year, we commission and produce artworks, exhibitions, projects and events that bring people together, physically and virtually, from all over the world.



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👤 TEAM

We are a friendly hard-working team of 30-40 staff from differing backgrounds and experience levels, who share a passion for film, art and technology. As a place where people, art and technology meet, we value all those who are part of and share our story - the staff, the artists, and our visitors. FACT Liverpool is structured into teams who work collectively to deliver memorable experiences for our audiences:

- ❖ Director's Office
- ❖ Programme (Exhibitions, Learning & Studio/Lab)
- ❖ Marketing & Communications
- ❖ Development
- ❖ Operations & Visitor Services
- ❖ Finance



[FACT Highlights: Film, Art and Creative Technology in Liverpool](#)



🌍 ENVIRONMENTAL SUSTAINABILITY

We are committed to becoming a carbon neutral organisation by the end of 2022



BENEFITS AND PERKS

- ★ 24/7 telephone employee assistance
- ★ Training and development
- ★ Wellbeing programme
- ★ Staff social events



EVERYONE IS WELCOME

FACT cares about diversity in the workplace and sector. We welcome applications from people of all backgrounds and particularly from candidates who have Black, Asian or Global Ethnic Majority heritage, who identify as disabled, LGBTQIA+, and/or who are from lower socio-economic backgrounds. You can read our policy for Equality, Diversity and Inclusion on our website fact.co.uk/edi



FACT does not have a sponsoring organisation status for work visas.



If you require assistance or adjustments made during the application process, please contact recruitment@fact.co.uk

FACT

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FACT Liverpool

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fact.co.uk • recruitment@fact.co.uk



JOB DESCRIPTION

Job Title:	Casual Gallery and Event Team
Department:	Business Services
Reporting to:	Visitor Services Manager
Responsible for:	N/A
Location:	FACT Liverpool, 88 Wood Street, Liverpool L1 4DQ / Off-site locations as required
Hourly Rate:	£9.50
Hours of Work:	Casual
Other Benefits:	24/7 telephone employee assistance support, training and development programme and social activities.
Contract:	Casual, Permanent
Probationary period:	This post is subject to a six-month probationary period.
Key application dates:	Application deadline: Sunday, 24 July, 2022, 23:59 Interviews: week commencing 1 August, 2022
How to apply:	<p>FACT is an equal opportunities employer and welcomes applications from people of all backgrounds. To apply, please complete the following two forms:</p> <ul style="list-style-type: none"> • application form and upload your CV and Cover Letter (maximum of 2 pages each) • confidential Equal Opportunities Survey <p>Please label attached files as: Your Name_CV/CoverLetter_Job Title</p>
Interview:	During the interview candidates will be asked to talk informally about either an artist or artwork that has inspired them.

Purpose of post

The purpose of this role is to provide vital help across all departments at FACT Liverpool. The role of our casual staff is varied and can involve any of the following key responsibilities and duties.

You should be ready to put our visitors and clients first, offering an excellent level of customer service at all times, and communicating the importance of their support in achieving FACT's aim of enriching lives and shaping the future through film, art and creative technology.

Some duties will require heavy lifting of equipment and furniture for the setup of events both at FACT and off-site venues. Full training and equipment will be provided for this lifting and we welcome applications from persons able to perform heavy lifting and those who aren't.

Weekend and evening work is standard.

Key Responsibilities and Duties

Gallery and Information Desk

Reports to the Visitor Service Manager and Gallery Mediators

- Communicate clearly and kindly with all our visitors at our Information Desk and within the gallery spaces
- Ensure the welcome and safety of everyone within our building
- Actively promote our exhibitions and activities
- Actively research the artists and artworks on show and the concepts behind them
- Run gallery activities and give gallery tours and talks
- Help survey our visitors for their opinions
- Drive donations to support our work as a charity

Events and Public Programme

Report to the Film & Events Officer or Public Programme Producer

Events may take place at FACT or in venues across Liverpool City Region

- Represent FACT in a professional manner at all events
- Communicate clearly and kindly with our clients and ensure our partners within FACT know what is happening in the venue
- Understand the context of the event
- Ensure all events are run safely and within licencing requirements
- Work with the Event Technician to ensure the event venue is clean and set up correctly - this can involve moving furniture and technical kit
- Use event booking technology e.g. Eventbrite and Sum Up to book in customers and keep track of attendance
- Ensure all catering is present including preparing refreshments for events when needed
- Help survey our visitors and clients
- Ensure the venue is left in a state ready for use

General

- From time-to-time other departments may need assistance: report to the relevant Manager
- General administration or building services duties

The above should not be regarded as exhaustive or inclusive as there may be other duties associated with the post that FACT will require the post holder to perform.

PERSON SPECIFICATION

Essential skills and experience

- Be confident talking to the public
- Ability and willingness to learn public speaking for groups and individuals
- Be IT literate (Google Suite, Microsoft Word and Excel, sales and rota software)
- Be able to organise your time well

Desirable skills and experience

- Have an active interest in the arts and specifically the work shown at FACT
- Workshop delivery experience or willingness to take on training in this area
- Customer service experience including cash handling
- Able to undertake manual handling for setup of events

Key behavioural competencies

- Be punctual and reliable at all times
- Behave in a professional and helpful manner towards visitors and clients
- Active, kind, open and enthusiastic at all times
- Take an active interest in FACT and our programme
- Show initiative and be able to work unsupervised
- Know when to report a problem
- Be willing to take part in ongoing training