



DWP Bid Unique Identifier:

Job Placement Title: FACT Gallery Assistant

Deadline to apply: Friday 26 November

JOB PLACEMENT SUMMARY

About FACT

FACT stands for Film, Art and Creative Technology. Imagined and made in Liverpool, we make internationally exceptional art, science and technology projects that radically explore society and its most pressing issues. 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 Liverpool City Region.

Our award-winning building on Wood Street, which opened in 2003, has three art galleries, three cinemas, a media and events space, a lab for learning and experimentation, a café, bakery and a bar.

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.

Insatiable Creativity

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.

Rethink, Reshape, Transform

We aim to provide exciting opportunities for people from diverse backgrounds to participate in art, film, and creative technology projects. Our talent and skills development opportunities enable young people and emerging creative professionals to defy the ordinary.

FACT

LIVERPOOL

FACT Liverpool
88 Wood Street, Liverpool, L1 4DQ
United Kingdom

+44 (0)151 707 4444
info@fact.co.uk
fact.co.uk

Follow FACT Liverpool



FACT (Foundation for Art and Creative Technology) is a registered charity no. 702781.
Company limited by guarantee registration no. 02391543



Gallery Assistant Job Description

Our Gallery Assistants will offer the highest standards of customer service, ensuring that FACT is welcoming, safe and fully accessible for all, whilst adhering to health and safety and licensing regulations.

You will be the first person visitors see when they enter the building, ensuring everyone is welcomed and helped with what they are looking to do, see or explore. Our greeting station is directly inside the entrance and you will deal with any enquiries.

Gallery Assistants are expected to thoroughly research the artists, artworks and concepts that each exhibition presents. No previous arts experience is required and you will be given time to carry out research with support from the team.

Your research will include reading and watching relevant materials, talking to artists and curators plus one-to-one learning from the FACT team. We expect Gallery Assistants to have a good awareness of what is happening across the visual arts scene in Liverpool, attending exhibitions and meeting with other arts teams involved in the Kickstart Scheme.

Gallery Assistants will use their research to talk directly to the public about FACT's exhibitions and events, both one-to-one and as part of group tours, both formally and informally.

In addition to the greeting station, you will assist visitors in the galleries, answering questions about the exhibition, explaining artworks and taking note of visitors' thoughts and feedback.

Gallery Assistants will also take part in gathering data about our audiences by actively surveying visitors, recording their feedback and sharing this across the organisation so we can improve the visitor experience.

As a charity, FACT relies on the generous support of our funders and donors to ensure the majority of our exhibitions, events and Learning activities remain free. Gallery Assistants will drive donations and communicate to visitors the importance of their support in achieving FACT's aim of enriching lives and shaping the future through film, art and creative technology.

As part of the Kickstart Scheme you will receive training across all our activities and will join a network of trainees across the Liverpool City Region. Visitor Service Assistants will be required to develop job seeking skills, with CV building and job application coaching provided.

Skills Experience and Qualifications

Full training will be given for this role, with focus on excellent customer service, health & safety and data collection.

Candidates will be expected to demonstrate a commitment to welcoming our visitors at all times. Experience in any customer facing role would be useful, with emphasis on first impressions and maintaining a friendly and open manner, but full training will be given.

Gallery Assistants need to be confident in talking about our exhibitions and an interest and passion for contemporary art is essential, full briefings will be given and study time provided. Gallery Assistants should enjoy study and learning.

Gallery Assistants will be expected to talk confidently about the art we show, in both formal and informal ways. Full training will be given in public speaking both in one to one situations and to larger groups and audiences.

FACT puts our audiences at the centre of everything we do and Gallery Assistants will collect and pass on audience comments so that we can continue to update and improve our services and give feedback to curators and artists in their work.

FACT strives to be a fully accessible building and Gallery Assistants should be ready to go out of their way to support visitors with physical and learning access needs of all kinds. Training will be given to support our visitors with all their access needs.

FACT is a busy public building. Gallery Assistants will demonstrate full commitment to our health & safety rules and ensure vigilance is maintained at all times, paying attention to detail and reporting any problems quickly and accurately

Gallery Assistants will be expected to develop their work-seeking skills, work on their CV and take a positive attitude to seeking ongoing employment.

JOB CATEGORY

Number of hours per week: 25

Working pattern and contracted hours (including any shift patterns): Visitor service Assistants will work 5 days out of 7, with some weekend working as standard.

Hourly Rate of Pay: National Minimum Wage

Details of employability support (training opportunities/mentor): As NML Gateway application

Company Name: FACT

Location: FACT, 88 Wood Street, Liverpool, L1 4DQ

Employer Job Placement Reference Number: FACT GA