



Liverpool Biennial

Mediator

Job Information Pack

Closing date: Midnight, 2 April 2023

# Liverpool Biennial

## **MEDIATOR (Fixed-term contract to 30 September 2023)**

Hello, and thank you for your interest in the role of Mediator 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 Mediator will work within the Programme team. The role will be offered on a fixed-term contract until 30 September 2023 at a salary of £20,319 per annum (this will be calculated pro-rata dependent on contract start / end date and the contracted number of hours). The job will be based in the Biennial Office in 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. This role will focus on supporting artists and audiences who are Disabled, d/Deaf, neurodivergent and with long-term health conditions, across all elements of our programming.

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](mailto: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 Mediator. 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

### Mediator

**Salary:** £20,319 per annum (this will be calculated pro-rata dependent on contract start / end date and the contracted number of hours)

**Reports to:** Front of House Coordinator

**Responsible for:** N/A

**Contract:** Full-time, Fixed Term until 1 May to 30 September 2023. Shifts will be Wednesday – Sunday and may involve some evenings.

**Deadline:** Midnight, 2 April 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, to deliver the 12th edition of the festival.

### About the role

Mediators provide the vital resource for a meaningful and enjoyable experience for all visitors to Liverpool Biennial 2023 by giving a knowledgeable, motivated and proactive welcome. Mediators will be experts on Liverpool Biennial 2023 exhibitions and the city, responsible for the day-to-day running and forward facing aspects of the festival. They will support the core LB team in some aspects of delivery of the festival programme by completing administrative tasks.

These roles have been designed to offer paid opportunities for those interested in pursuing a career in the arts. We at Liverpool Biennial are committed to investing in

the skills and talent of those who have a commitment to the Liverpool Visual Arts scene. Mediators will benefit from a 4-week intensive training programme ahead of the festival launch, where they will learn all about the festival, have opportunity to support installation and planning, and develop key skills through accredited training in First Aid, Fire Safety, Unconscious Bias, Evaluation and more.

The Mediators are responsible for ensuring the day-to-day provision of a high-quality mediation and interpretation service for Liverpool Biennial 2023. The Mediator team will take a forward-facing role, welcoming and interacting with audiences across Biennial venues and events and working alongside the Front of House Coordinator and Liverpool Biennial Programme Team to ensure that all visitors are offered a welcoming, safe and memorable experience.

Mediators will be responsible for maintaining, staffing and invigilating the venues, reporting issues and checking all equipment and facilities are adequate. They'll be experts on the Biennial artworks and the festival, as well as the city of Liverpool, offering bespoke advice and tours to visitors to help them get the most out of their experience.

In addition to the above, they'll assist the core Biennial team in the delivery of the programme by supporting with administrative and runner duties where required. This may include working across different departments, including Programme, Learning, Development and Marketing teams, and helping with a range of diverse tasks.

## **MAIN DUTIES:**

### **Delivery of an Outstanding Visitor Experience**

- Be the first point of contact to warmly welcome all visitors, arts professionals, and stakeholders to Liverpool Biennial venues, as well as public realm works as necessary.
- Ensure the accessibility and provision of information and advice to visitors and guests to enable them to make the most of their visit, which will encourage repeat visits and visits to other Biennial venues.
- Delivery of tours of the exhibition for groups and members of the public as required.
- Encourage engagement with resources and activities for visitors, such as family activity packs, interactive artworks, and available accessibility provision.
- Support celebrations, closing events, exhibition and learning activities and public programme events through stewarding, ticket checking, preparing venues and supporting the Programme and Learning teams and artists as required.
- 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.
- Attend induction and training opportunities as required.

## **Operational**

- Day-to-day running of the exhibitions and the public programme, including supporting tours and group visits as well as daily opening/closing, monitoring capacity, maintenance of space, artworks and resources.
- Ensure that Liverpool Biennial 2023 venues are health and safety compliant: clean, free of clutter, all equipment in working order. Report any issues to the Front of House Coordinator.
- Fully understand and implement health and safety, safeguarding and incident reporting guidelines and protocols for exhibition and information sites.
- Be knowledgeable on all operating procedures and report any issues to the Front of House Coordinator.
- Promote and provide information on opening hours, exhibitions, events, facilities and services relevant to information points.
- Provide verbal and written visitor/customer feedback and ideas for improvement to the Front of House Coordinator and the Programme Team.
- Be knowledgeable of Liverpool Biennial 2023 exhibits and activities, local geography, transport services, shops and other relevant public information.

## **Administrative**

- Attend a 4-week induction and training programme, ensuring to complete all relevant training required for the post within given timeframes.
- Support the Front of House Coordinator to ensure that the information kept in directories and information files is accurate, available, up to date and easy to navigate.
- Liaise with venue partners and staff to ensure efficient communication and sharing of up-to-date information relating to visitor services.
- Support the Front of House Coordinator to ensure that daily briefing sheets are completed and accurately circulated to all relevant parties.
- Support and encourage audiences to complete evaluation surveys.
- Manage sales of merchandise and Limited Editions, providing regular updates to the Development team
- Encourage and facilitate donations to Liverpool Biennial to help support our work with artists and communities.
- Work within the context of Liverpool Biennial's Equal Opportunities, Health and Safety and Safeguarding Policies and Staff Code of Conduct in delivery of internal and external service and treatment of employees alongside all other Company policies as detailed in the Staff Handbook.
- Contribute to the documentation and evaluation of the Mediator programme.
- Complete administrative and runner duties where required to support the core LB team in the delivery of the festival and its programmes.
- Other duties which are commensurate with the nature and responsibility level of the post.

## PERSON SPECIFICATION

### Essential

- Demonstrable experience of team working
- Excellent verbal and written communication skills
- Ability to inspire and motivate others
- Good organising and planning skills
- Confidence in using your own initiative
- Able to demonstrate reliability and punctuality
- Committed to Equity, Diversity, and Inclusion
- Committed to Environmental Sustainability and responsibility

### Desirable

- Experience of working in the arts/ heritage/ visitor attraction/ tourism sectors
- Experience of working with people from a wide variety of backgrounds
- Experience of invigilating
- A knowledge of the Liverpool arts community
- Experience in event management and delivery
- Knowledge of contemporary art
- Demonstrable ability to engage individuals with contemporary art & culture
- Knowledge or training in Health and Safety, First Aid, Safeguarding and Accessibility

## TERMS AND CONDITIONS

<b>Location</b>	Full-time working at Liverpool Biennial 2023 exhibition venues, and occasionally Liverpool Biennial office, 55 New Bird Street, Liverpool, L1 0BW
<b>Contract</b>	1 May – 30 September 2023
	Shifts will involve weekends (normal working week Wednesday – Sunday) and some evenings when required.
<b>Salary</b>	£20,319 per annum (this will be calculated pro-rata dependent on contract start / end date and the contracted number of hours)
<b>Hours</b>	Full-time 37.5 hours per week, Weds-Sun 10am-6pm
<b>Holidays</b>	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).

Please note that all annual leave is subject to approval and must comply with our festival policy: maximum 5 days at a time able to be taken, no leave to be taken during key dates listed below (except extenuating circumstances to be discussed and agreed) - Training (1-31 May), Festival Launch (7-11 June),

Public Programme Weekend 1 (3-6 August), Public Programme Weekend 2 (7-10 September).

**Notice**

4 weeks

**Additional Benefits**

Employee Assistance Programme, Bike 2 Work scheme

## HOW TO APPLY

**The Closing date for applications for this role is Midnight, 2 April 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](mailto:jade@biennial.com) by the closing date of **Midnight, 2<sup>nd</sup> April 2023**, with the following subject title: '**your name - application for Mediator**' 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 the afternoon of the **13 and 14 April**.

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](mailto:jade@biennial.com). We are here to support you.



Supported using public funding by  
**ARTS COUNCIL  
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Image credit: Ugo Rondinone, Liverpool Mountain, 2018. Image courtesy Liverpool Biennial. Photo Mark McNulty