

JOB DESCRIPTION

Job title: Chetham's Library Visitor Services Assistant

Responsible to: Chetham's Librarian

Hours of work: 360 annualised hours (30 per month) plus additional ad hoc hours as required. This is a shift based role and includes weekend and evening work.

Contract: Fixed term contract of 12 months duration initially

Rate of pay: £10.61 per hour (subject to September 2018 pay award)

Holiday entitlement: 44 hours per year plus Bank Holidays

Main Purpose of Post:

- Support the Visitor Services Coordinator and Library staff in the delivery of a world-class visitor experience at Chetham's Library and College House
- Provide a meet and greet service to readers, visitors, event attendees and tour groups
- Work closely with the Visitor Services Coordinator, volunteer team and professional tour guides to ensure visitors receive an excellent standard of customer service
- Ensure the safeguarding of all visitors and readers for the duration of their stay on site
- Deputise for the Visitor Services Coordinator as required

Main Responsibilities

- Support the Library and Events team in building the reputation of Chetham's Library and College House as a world-class heritage and cultural attraction
- Support the Visitor Services Coordinator and deputise in her absence in the provision of the visitor experience at Chetham's Library and College House

- Develop an excellent working knowledge of Chetham's Library, its history, activities and events programme
- Duty management, key holding and shared responsibility for the security of the Library.
- Duty management as necessary for Library and College House events and activities, including some on evenings and weekends.
- Ensure the safeguarding of all visitors and readers for the duration of their stay on site.
- Assist the Visitor Services Coordinator with administrative tasks, rotas, expenses and petty cash as required

Additional Responsibilities

- Adhere to statutory Health and Safety and Data Protection regulations
- Operate in accordance with Chetham's policies and procedures including, in particular, Chetham's Child Protection and Safeguarding Children Policy Statements
- Undertake any training necessary to meet the requirements of the post
- Maintain a flexible approach to working hours and a willingness to work evenings and weekends

Terms of Employment

Working hours will be as required and will include a commitment to Saturdays and evenings as well as some weekdays.

This job description reflects the principal accountabilities of the post and identifies the level of responsibility at which the post holder will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out after consultation with the post holder.

Child Protection and Safeguarding Children

The post holder's responsibility for promoting and safeguarding the welfare of children and young persons for whom s/he is responsible, or with whom s/he comes into contact, will be to adhere to and ensure compliance with Chetham's Child Protection and Safeguarding Policy Statements (available at www.chethams.com) at all times. If, in the course of carrying out the duties of the post, the post-holder becomes aware of any actual or potential risks to the safety or welfare of children in Chetham's, s/he must report any concerns to Chetham's Child Protection Officer or to the Head (as appropriate).

This Policy and Procedure is in line with national directives and must be adhered to by all staff. Chetham's is committed to the development of good practice and sound procedures. We will always endeavour to fulfil our duty to challenge or intervene in order to protect all students at Chetham's. Concerns and referrals will be handled in a sensitive and professional manner which will support the needs of students and staff. Chetham's recognises the contribution it can make to protect and support students.

I agree that I have read and understood the attached job description.

Employee's name

Employee's signature

PERSON SPECIFICATION

Chetham's Library Visitor Services Assistant

Essential

At least twelve month's experience in a customer/client focused role

A willingness to develop an informed interest in the Library, its history and programme of events and activities

Excellent written and verbal communication skills

Excellent interpersonal skills and the ability to engage with diverse audiences with energy and enthusiasm

Excellent organisational skills including attention to detail and multi-tasking skills A willingness to work weekends and evenings

Ability to promptly and efficiently deal with problems and challenges as they arise

Enthusiastic and passionate advocate for heritage and history

Self-motivated, able to work both as part of a team and independently

Desirable

Working knowledge of Manchester's Medieval Quarter and its attractions

Good practical understanding of office software, including word processing, spreadsheets and presentations.

Practical understanding of the heritage, visitor attraction or arts and cultural sectors.

Experience in managing volunteers

The post holder will be required to undergo a Disclosure and Barring Service check at the Enhanced Level.