



CHETHAM'S
LIBRARY

JOB DESCRIPTION

Job title:	Chetham's Library Visitor Services Coordinator
Responsible to:	Heritage Manager and Librarian
Hours of work:	35 hours per week to include weekend and evening work
Contract:	Fixed term contract of 12 months duration initially
Salary:	£21,021 - £22,331 dependent on experience
Holiday entitlement:	20 days plus Bank Holidays

Main Purpose of Post:

- Support the Heritage Manager, Librarian and other staff in transforming the visitor experience at Chetham's Library and College House.
- Oversee all aspects of day-to-day front of house operations for Chetham's Library, ensuring a world-class welcome to all visitors and readers.
- Ensure that all Library readers and visitors are escorted safely on and off site in line with safeguarding policy and that safeguarding policy is upheld and implemented at all times.
- Recruit, manage, train and inspire the volunteer team in providing an exceptional level of welcome to Library visitors and readers.

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.
- Lead on the delivery of an exceptionally high standard of welcome to every reader and visitor.
- Ensure the safeguarding of all visitors and readers for the duration of their stay on site.
- Manage the volunteer team including training and development and all aspects of communication.
- Manage volunteer recruitment including the administration of Chetham's Safer Recruitment Clearance (including DBS checks).
- Draw up and manage volunteer rotas to ensure adequate daily cover for front-of-house operations and guided tours.
- Manage, handle and balance all volunteer expenses, petty cash, cash donations and merchandise sales.

- Work with the Heritage Manager to develop and implement monitoring and evaluation.
- Develop, manage and assist with the delivery of guided tours in the Library and College House, including administration from enquiry to delivery.
- 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.
- Respond promptly and efficiently to general enquiries in person, by telephone and email.
- Ensure that public spaces are well presented and welcoming and that merchandise stock is replenished.

Additional Responsibilities

- Research and secure new group tour markets.
- Represent Chetham's Library at meetings and events when required.
- Support initiatives to increase donations in line with the organisation's charitable status and objectives.
- Gain and maintain an up-to-date knowledge of developments in Manchester's Medieval Quarter and the City Centre tourism and heritage sector.
- Adhere to statutory Health and Safety and Data Protection regulations.

Terms of Employment

Normal working hours will be from 9.00-17.00. The role will include regular weekend and evening work as required, for which time off in lieu will be given.

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.



CHETHAM'S
LIBRARY

Employee's name

Employee's signature

PERSON SPECIFICATION

Chetham's Library Visitor Services Coordinator

Knowledge, Skills and Experience

Knowledge

Essential

- Educated to degree level or with comparable work experience in a customer/client focused role.
- Practical understanding of the heritage, visitor attraction or arts and cultural sectors.
- Knowledge and understanding of best practice in volunteering.
- Practical understanding of monitoring and evaluation.

Desirable

- Understanding of how people learn and how this is applied in informal learning environments.
- Practical knowledge of historic buildings and heritage.
- Experience of developing activities and events with and for a diverse range of people.

Skills

Essential

- Excellent communications skills, both verbal and written.
- Strong team leadership skills and willingness to lead by example.
- Excellent interpersonal skills and the ability to engage diverse audiences with energy and enthusiasm.
- Strong organisational skills, including attention to detail and multi-tasking.
- 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.
- Competent and confident in office software, including word processing, spreadsheets and presentations.

Experience

Essential

- A minimum of two years experience of working in arts and culture, community and/or heritage sectors in comparable roles OR at least 12 months experience in a customer/client-focused and -facing role.

- Management and supervision of volunteers.

Desirable

- Delivering and facilitating events, engagement activities or workshops, including evaluation.
- Managing staff.
- Leading and facilitating training and development of staff or volunteers.

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