



JOB DESCRIPTION

Job title: Chetham's Library and College House Event Steward (AD-HOC Position)

Responsible to: Chetham's Librarian

Hours of work: Flexible shift-based role

Role:

- Support the Events Manager and Visitor Services team in the delivery of a world-class visitor experience at Chetham's Library and College House
- Provide a first point of contact and meet and greet service to all visitors to Chetham's Library and College House in an open, welcoming and friendly manner
- Offer an excellent customer experience to all visitors and guests, engaging with them in Chetham's Library and College House event spaces, seating visitors, providing information and advice and checking tickets.
- Develop an up-to-date working knowledge of Chetham's Library, its history, activities and events programme
- Chaperone visitors and guests in accordance with Chetham's safeguarding policies.
- Understand emergency procedures and to take responsibility for the safe evacuation of the public in the event of an emergency.
- Take responsibility for ensuring the venue is clean, tidy and presentable.
- Follow existing cash handling and sales procedures.
- 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

As a post holder I recognise my responsibility to promote and safeguard the welfare of children and young people for whom I am responsible, or with whom I come into contact. I will adhere to and ensure compliance with Chetham's Child Protection and Safeguarding Policy and related documents (available at www.chethams.com) at all times. If, in the course of carrying out the duties of the post, I become aware of any actual or potential risks to the safety or welfare of students at Chetham's, I have a duty to follow the reporting routes and to report any concerns to the Designated Safeguarding Lead or to the Principal.

Our 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

Date.



PERSON SPECIFICATION

Chetham's Library and College House Event Steward (AD-HOC Position)

Essential

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

Highly motivated team player who can demonstrate a genuine passion and believe in creating and providing an exceptional customer experience

A willingness to work weekends and evenings

A positive and flexible approach to work

Excellent time-keeping skills with a committed and responsible attitude

Ability to react quickly to new information and situations

Smart, well-groomed appearance

Desirable

Working knowledge of Manchester's Medieval Quarter and its attractions

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