



## **JOB DESCRIPTION**

**Job title: Chetham's Library and College House Visitor Services Assistant (AD-HOC Position)**

**Responsible to: Chetham's Librarian**

**Hours of work: Flexible shift-based role**

### **Main Purpose of Post:**

- Support the Events Manager and Visitor Services team in the delivery of a world-class visitor experience at Chetham's Library and College House, ensuring that all visitors receive an excellent standard of customer service
- Provide a first point of contact and meet and greet service to all visitors to Chetham's Library and College House
- Ensure the safeguarding of all visitors and readers for the duration of their stay on site in accordance with Chetham's safeguarding policies
- Deputise for the Visitor Services Coordinator as required

### **Main Responsibilities**

- Support the Events Manager and Visitor Services 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
- Understand emergency procedures and 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

### **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**

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](http://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 Visitor Services Assistant (AD-HOC Position)**

#### **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.**