



Job Description

Job Title:	Visitor Services Assistant
Contract Type:	Permanent
Responsible to:	Librarian
Working Hours:	0.6 FTE (Thursday-Saturday to be agreed)
Other Benefits:	Company Pension, Free lunch during School opening and Free concert tickets

CONTEXT

Chetham's Library is situated in the heart of Medieval Manchester and is the oldest public library in the English-speaking world. It was founded in 1653 by Humphrey Chetham, a successful Manchester textile merchant, banker and landowner. The original aim of the Library was to be "a Library for scholars and others well affected to resort unto in the town of Manchester". It is a part of a private charitable trust with registered charity status.

We care for an impressive collection of printed books, manuscripts and archives that are designated as having national and international importance and are still used today by readers and researchers from around the world. The Library is now an accredited museum enjoyed as a visitor attraction by local visitors and international tourists with a growing events programme celebrating the collections and historic buildings.

Chetham's is in the heart of Manchester and home to three extraordinary places - Chetham's School of Music, Chetham's Library and Stoller Hall – and we are united by one vision which is to bring people together. We are driven by our values to make education and music more accessible and to enrich lives and improve wellbeing in communities in Manchester and beyond.

MAIN PURPOSE OF THE ROLE

Support the Visitor Services Coordinator 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, with a welcoming and informative service for 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

Key Responsibilities

Support the Visitor Services Coordinator 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 their 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

General 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

PERSON SPECIFICATION

Essential

- Demonstrable customer service skills and the ability to communicate effectively with general public of all ages and backgrounds
- Strong interpersonal and communication skills
- Calm, professional attitude at all times, especially when dealing with customer complaints or incidents
- Good knowledge of office IT systems and willingness to learn new IT tasks
- Educated to GCSE level A-C in Maths and English or equivalent
- Willingness and ability to work unsocial/weekend hours as required
- Ability to work alone or as part of a team
- Ability to perform the physical tasks associated with the role

Desirable

- Demonstrable enthusiasm for the work of a rare books library
- Knowledge of Spektrix ticketing system
- Knowledge of Wordpress
- Willingness to train as a First Aider

Child protection and safeguarding

Due to sharing the site with Chetham’s School of Music and being part of the Chetham’s Foundation, all applicants will have to undertake Safer Recruitment checks. There is collective responsibility for all children on our site and safeguarding is key to our day-to-day activities. Training is mandatory and is provided as part of the induction process for any new colleague and is updated frequently.

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 Joint 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

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