**THE UNIVERSITY OF MANCHESTER**

**THE MANCHESTER MUSEUM & THE WHITWORTH ART GALLERY**

**Job Description**

Title of post**Casual Events Assistant**

**Grade** 1

**Responsible to** Event Supervisor / Event Duty Manager

**Working with** Event organisers, Learning and Engagement, Curators, Commercial, Marketing, Visitor Team

**Overall Purpose of the Job:**

As an Event Assistant, you will be responsible for delivering a high-quality programme of events. You will support all aspects of the preparation, set up and de-rig of events, ensuring the highest of standards throughout.

This is a public facing role, and as such you will be need to be friendly, approachable and knowledgeable, making people feel comfortable during their visit. This includes welcoming visitors, liaising with organisers, performers and the public, and communicating with the rest of the event team.

This role will involve manual handling, working irregular hours, primarily evening and weekends across both Manchester Museum and The Whitworth

**Key Responsibilities, Accountabilities or Duties:**

* Support the Event Co-ordinator with the delivery of events
* Assist in the preparation, set up and de-rig of the event spaces
* Assist with gathering data and visitor surveys during the event
* Ensuring visitors are aware of event programming information during the event
* Handing out promotional materials throughout the event
* Be vigilant at all times to ensure the safety of visitors & staff, collections, and the building.
* Provide a warm welcome and support to everyone who comes to our events
* Work evenings and weekends on a rota basis as required.
* Enthusiastically engage with visitors
* Attend external and internal training to ensure duties are carried out to a high standard.
* Report any safety and/or maintenance issues promptly.
* Help support museum and gallery codes of conduct are observed and actions are taken where appropriate (e.g. first aid, evacuation procedures, health & safety, food policies etc.)
* Be vigilant and aware of disability access and give support where needed.
* Other ad hoc duties as and when required by the Event Manager
* Maintain an up to date knowledge about our collections, exhibitions and public programmes
* Work with colleagues from other department such as Volunteers, Learning and Engagement and Curatorial as required.

**Personal**

* Ability to communicate confidently with a broad range of people.
* Follow oral and written instructions closely.
* Be observant, aware, punctual and reliable.
* Good oral communication skills with sociable, communicative manner.
* Ability to maintain a high standard of appearance.
* Physically capable of handling reasonable loads.

**Knowledge, Skills, Experience and Qualifications**

**Work and Other Experience**

* Experience in a customer care role.
* Experience in ensuring public safety such as fire marshal or building evacuation.
* Experience in giving first aid.

**Personal**

* Be able to handle and/or get the appropriate person to deal with people in difficult situations.
* Willingness to learn about the history of the Art Gallery and Museum, the building and its collection.
* Passionate about arts/culture and of the art represented in the collections.
* Individual interests and skills that relate to the role and can be transferred.
* Special skills that can help enhance our visitor’s experience.

# Casual Event Assistant Application Form

Please complete all sections of the Application Form and email to [ManchesterMuseumEvents@manchester.ac.uk](mailto:Rowena.McGrath@manchester.ac.uk)

For environmental reasons efficient processing, email applications are preferred.

If you do not have access to email, the application form may be typed, printed and sent to:

Lowell Walbank

Manchester Museum

Oxford Road

Manchester

M13 9PL

Please mark the application ‘Private & Confidential’.

It is your responsibility to make sure that your application arrives no later than 5pm Sunday 21 July - we cannot accept applications after the deadline.

# Your personal details

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| --- | --- |
| **Title** |  |
| **First Name(s)** |  |
| **Surname** |  |
| **Address** |  |
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|  |
| **Postcode** |  |
| **Telephone No.** |  |
| **Mobile No.** |  |
| **Email** |  |

**Your Education & Training**

Tell us about your educational qualifications, any awards, certificates, training sessions or completed/ongoing training programmes, starting with the most recent first.

Please continue on separate sheets/ extend this section if required.

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| --- | --- | --- |
| **School/Institution/**  **Awarding Body** | **Dates** | **Details of qualifications obtained** |
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**Your Employment History**

Tell us about your previous jobs, work placements, work experience, voluntary work etc. starting with the most recent first.

Please continue on separate sheets/ extend this section if required.

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| **Post Title & Employer** | **Dates to/from** | **Brief description of duties** |
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# Application Statement

Referring to the Personal Specification and Job Description, tell us how you are a suitable candidate for the role in 500 words or less.

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# Additional Interests

Tell us about yourself and your interests and any further information or achievements you feel would support your application, in 300 words or less.

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# Availability

Are there any periods when you are not available for work between now and the end of the year? If so please write the dates here:

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# Access

Please let us know what you require to enable us to offer you the right support should you be selected for interview:

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# References

Please provide the details of two referees; one should be a current or recent person you have worked with and both should be prepared to comment on your suitability for the role you are applying for.

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| **Referee 1** | |
| **Name** |  |
| **Relationship to you** (e.g. employer) |  |
| **Position/Job Title** |  |
| **Address** |  |
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| **Telephone No.** |  |
| **Mobile No.** |  |
| **Email** |  |

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| **Referee 2** | |
| **Name** |  |
| **Relationship to you** (e.g. employer) |  |
| **Position/Job Title** |  |
| **Address** |  |
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| **Telephone No.** |  |
| **Mobile No.** |  |
| **Email** |  |

# Home Office Rulings

**Non UK residents applying for the post:**

The Law states that employers must follow strict guidelines to prevent illegal working.

You will have to produce one of the documents listed below prior to interview.

* A passport showing that the holder is a British Citizen, or has a right of abode in the UK
* A document showing the holder is a national of a European Economic Area country or Switzerland. This must be a national passport or national identity card
* A residence permit issued by the Home Office to a national from a European \economic area country or Switzerland

**This information is usually only requested once a job offer has been made, however on occasion we may require it at the shortlisting stage.**

# ****Declaration****

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| I confirm that all of the information contained in this application, to the best of my knowledge, is true and accurate.  **Name:**  **Signed :**  (if you are sending this by email a typed signature is acceptable)  **Date:**  If this form has been completed on your behalf by someone else, the person who wrote it must sign here to confirm that this is a true and accurate account of your replies to the questions on the application form.  **Name of person who completed the form:**  **Signed :**  (if you are sending this by email a typed signature is acceptable)  **Date:** |