

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 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.