

The University of Manchester

Job Description

Job title:	Building & Visitor Services Coordinator
Reports to:	Curatorial Practices Services Manager
Organisation unit:	University of Manchester Library: Curatorial Practices
Date:	January 2021
HERA:	MAPPS-UML-CP-DC-G (382, Grade 5)

Overall purpose of the job:

- To line manage the Building Care & Operations Supervisor and Visitor Services Supervisor, and through them a team of assistants, ensuring excellent customer service, adherence to standards of building care and operations appropriate to a Grade 1 listed building and National Research Library, and highly effective cross-team working and communications
- To support the Curatorial Practices Services Manager in ensuring consistently high standards of building care and operations at the John Rylands Library (one of the great libraries of the world), including contractor management, security, health and safety, maintenance, cleaning and support for events and activities, with the aim of creating and maintaining remarkable spaces for researchers, learners, visitors and staff
- To support the Curatorial Practices Services Manager in ensuring an exceptional visitor experience, including reception, retail, catering, visitor engagement and evaluation

Key responsibilities:

- To contribute to an environment that values and celebrates the diverse nature of the University of Manchester's population and to take positive steps to achieve equality in the workplace and to both meet and exceed our obligations under equality legislation
- To line manage the Building Care & Operations Supervisor and Visitor Services Supervisor and through them a team of assistants, including recruitment, training, motivation, performance management and staff development, to ensure excellent customer service, adherence to standards of building care and operations appropriate to a Grade 1 listed building and National Research Library, and highly effective cross-team working and communication
- To support the Curatorial Practices Services Manager in ensuring consistently high standards of building care and operations at the John Rylands Library, including contractor management, security, incident management, health and safety, maintenance, cleaning and support for events and activities, with the aim of creating remarkable spaces for researchers, learners, visitors and staff

- To foster and promote collaborative and forward-thinking ways of working, in order to provide an effective and innovative building care and operations and visitor services infrastructure expected of one of the great libraries of the world
- To support the Curatorial Practices Services Manager in managing and developing the Visitor Services team to ensure a consistently excellent visitor experience at all stages of the customer journey, from arrival to departure, including reception, retail, catering, visitor engagement and evaluation, working closely with the Exhibitions and Public Engagement with Research Manager and Coordinator(s)
- To support the Curatorial Practices Services Manager in enhancing the visitor experience by providing a profitable retail service which is tuned in to customer needs by offering bespoke products and products which reflect the quality and breadth of the collections
- To develop and maintain sufficient knowledge of the collections to understand their relevance and potential to visitor engagement
- To work closely with curators and conservators, for example over the devising and delivery of collection-based activities
- To support the Curatorial Practices Services Manager in liaising with Estates and external contractors to coordinate the planned, ad-hoc and emergency maintenance of the building including plant, equipment and systems, as appropriate to the building's significance, and in ensuring that performance targets agreed within the Library, Estates or other service providers are met
- To work with Estates, Security and specialist contractors to ensure that building systems, including fire detection and suppression, intruder alarm, access control, CCTV, building management system, power and data, EPOS, are fully operational and compliant in order to ensure adequate protection of the building, the collections and people
- To support the Curatorial Practices Services Manager in managing the risk of all building operations-related activities, and assist all teams in their risk management procedures, to ensure that activities carried out in the building are appropriate, compliant and conducted safely
- To contribute to ensuring the management of the building and related operational functions meet the needs, quality, presentation standards and ambitions of a National Research Library
- To be involved with the incident management and business continuity for the John Rylands Library, attending training sessions and events as required; ensure AV facilities, meeting rooms, conferences and event resources are effectively managed, planned, maintained and deployed when required
- To develop and maintain excellent working relationships with all colleagues, stakeholders and customers, through the provision of an environment which is inspiring, efficient, effective, safe and fit for purpose
- To contribute to the management, training and continuous improvement of the fire and emergency evacuation procedures for the JRL, ensuring compliance at all times
- To provide a high level of building security, in particular ensuring appropriate systems are fully operational, resolving faults, and acting on security reports
- To ensure the delivery of a high standard of facility management functions (such as cleaning, support for events and activities, and maintenance services) on a day to day basis
- To ensure effective storage and object transit across the building (working with other teams as appropriate), via safe and secure routes, and maximizing efficient use of allocated storage locations
- To contribute knowledge of the building, facilities, operational activities and equipment to support the effective planning and delivery of exhibitions, private functions, research activities, conferences, filming and other such events

- To take overall responsibility for staff rotas (delegated on a day-to-day basis to the supervisors), in order to ensure that staff resource is optimally deployed to maintain high-quality service delivery
- To provide administrative support for the activities and services of the Building Care & Operations and Visitor Services teams, such as finance, event and room bookings, compiling statistics and evaluating data
- To ensure that enquiries received via the teams are dealt with promptly and professionally, including using the Library's Customer Relationship Management (CRM) system
- To participate in a 7-day rota as required (including evenings, weekends and Bank Holidays) at the John Rylands Library
- To train as a first aider
- To take an active approach to continuing professional development
- To be responsible for compliance with and the embedding of University policies, procedures and requirements - in particular those relating to health and safety; equality, diversity and inclusion; and information governance
- Such other duties as may reasonably be associated with the grade and a role of this nature
- To work at any Library site as required
- To be flexible in relation to hours of work as may be reasonably requested from time to time
- To ensure visibility for our customers you will be required to wear branded clothing provided by the Library
- To understand the specific context within which the role operates and how it relates to the wider University goals and business processes, in order to facilitate informed decision making
- To ensure the working environment reflects the University's and Library's values

Person Specification:

Essential knowledge, skills and experience:

- Successful experience of leading a team in a busy audience-focused heritage or cultural sector environment, including empowering and motivating staff, creating a culture of innovation, openness and pushing the boundaries of possibility
- Excellent customer relationship knowledge and the ability to inspire a team to deliver a proactive customer service
- Excellent skills in defining customer requirements and working with colleagues to deliver against them
- Experience of evaluating the visitor experience
- Experience of building and/or facilities management
- Excellent analytical, problem-solving and time-management skills, with a proven ability to prioritise tasks (one's own and the team's) and meet challenging deadlines
- Experience of managing projects, especially involving building repairs and refurbishment
- Experience of event planning and management
- Excellent interpersonal skills, including the ability to build relationships at all levels, to influence and to negotiate successfully with tact and diplomacy
- Excellent digital literacy, especially social media, office software applications and understanding of CRM principles
- Professional commitment and a willingness to work flexibly to maintain service standards and delivery and to adapt to changing circumstances
- Willingness to be on call outside normal working hours for emergencies

- Strong commitment to personal and professional development and evidence of an active approach to CPD
- Understanding of the operational and service requirements of a special collections library, cultural institution and Grade 1 listed building
- Willingness to train as a first aider
- Good knowledge and skills in the following:
 - Health and Safety (including risk assessments)
 - Manual handling and safe working at height
 - Security requirements
 - Fire prevention

Desirable skills, knowledge and experience:

- Educated to degree level
- Professional qualification in Library and Information Studies, Archives, Museum or Art Gallery studies or similar qualification, or equivalent experience
- A recognised facility management qualification or similar
- Experience of managing a listed building
- Holder of Institute of Occupational Safety and Health (IOSH) Certificate
- Experience in the field of building security and infrastructure maintenance
- Experience of managing retail services