

## The University of Manchester

### *Job Description*

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<b>Job title:</b>	Visitor Services Assistant
<b>Reports to:</b>	Building & Visitor Services Coordinator
<b>Organisation unit:</b>	University of Manchester Library: Curatorial Practices
<b>Date:</b>	January 2021
<b>HERA:</b>	MAPPS-UML-CP-DC-B (218, Grade 2)

#### **Overall purpose of the job:**

To enhance the visitor experience of the John Rylands Library by:

- Providing a proactive, welcoming and informative reception service
- Providing a high-quality retail experience
- Pro-actively supporting visitors in the Library's spaces and exhibition areas over a 7-day per week operation

#### **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 work in a team to deliver a welcoming and informative reception service – initiating conversations with visitors, making visitors feel valued and confident in their visit, answering queries, operating our bookings service, directing visitors to relevant services, spaces and personnel
- To contribute to the effective operation of the JRL shop by providing administrative support in areas including (but not limited to):
  - Placing and receipting orders
  - Stock checks
  - Merchandising and presenting stock for sale
  - Operating the EPoS (till) system, e.g. running standard reports, adding and checking product information
  - Overseeing the stock rooms, e.g. monitoring stock levels, keeping stock in order
  - Administering financial operations, e.g. ordering change, cashing up
  - Engaging visitors in our retail experience, e.g. answering questions about stock and upselling
- To promote an understanding of the collections, current work on the collections, and the building by interacting with visitors at the reception desk and elsewhere, e.g. invigilation of the galleries

- To staff out of hours events when required
- To develop own knowledge of the collections and current work on them, the building, Manchester's history and the cultural and heritage offer of the city
- To support the Building Care & Operations team in the cleaning, patrolling, opening and closing of the building from time to time as is required by our service offer
- To ensure the health and safety of customers through management of spaces and reporting of issues of concern
- To participate in room set ups
- To participate in a 7-day rota to cover shifts (including evenings, weekends and Bank Holidays) as required
- 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:

- Experience of giving excellent customer service including:
  - good listening skills
  - a warm and friendly approach to interactions
  - a strong sense of responsibility in representing our standards of service and
  - an ability to pro-actively empathise with people and to act on that
- Educated to GCSE level A-C in Maths and English or equivalent
- Ability to perform the physical tasks associated with the role
- Experience of handling cash in a service environment and of dealing with financially related administration in an accurate manner
- Experience of using initiative and working without constant supervision in a position of trust
- Experience of detailed work – to follow processes and ensure accurate information is exchanged in an effective way
- Ability to communicate effectively on the telephone and in person
- Experience of working in a retail environment
- Experience of working well within a team
- Good IT skills, including experience of using Excel, Word and Outlook, and an understanding of Customer Relationship Management (CRM) principles
- Willingness to be the subject of a DBS (Disclosure and Barring Service) check (for work with young people under 18 and vulnerable adults)
- Willingness to train as a first aider
- A good record of personal and professional development and evidence of an active approach to CPD