

## The University of Manchester

### *Job Description*

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<b>Job title:</b>	Visitor Services Supervisor
<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-C (263, Grade 3)

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

- To support the Building & Visitor Services Coordinator (BVS Coordinator) in ensuring consistently high standards of visitor services, at all stages of the customer journey, including reception, retail, catering, visitor engagement and evaluation, over a 7-days per week operation
- To provide supportive and motivational supervision and guidance for the Visitor Services team with their day-to-day responsibilities in accordance with agreed standards of service and operational requirements, ensuring an exceptional visitor experience in line with the expectations of the Library and its customers

#### **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 assist the BVS Coordinator in the day-to-day planning and delivery of visitor services, ensuring that these are appropriate for a National Research Library and one of the great libraries of the world, assisting the BVS Coordinator with setting appropriate standards and procedures
- To ensure, through supportive and motivational supervision and guidance of the Visitor Services team, a consistently excellent visitor experience at all stages of the customer journey, from arrival to departure, including reception, retail, catering, visitor engagement and evaluation, in line with the expectations of the Library and its customers
- To assist the BVS Coordinator in the planning of staffing requirements ensuring that annual leave, sickness, operating requirements are considered and to oversee the daily rota
- To deputise for the BVS Coordinator as required
- To assist with the induction, training, development of staff as agreed
- To monitor and manage retail stock and supplies, liaising with suppliers and the Finance team
- To supervise the Visitor Services team, ensuring that they:
  - deliver a warm and informative visitor welcome to every visitor to the Library in line with their needs and expectations

- answer visitor enquiries in person, over the telephone or via the CRM system (Customer Relationship Management system)
- engage with visitors throughout the Library
- gather and process feedback in order to demonstrate the impact of the visitor engagement and assist in service review and improvement
- serve visitors, handle cash, maintain stock levels, perform stock checks and ensure the visual appearance of the shop is maintained to a high standard
- To foster and contribute to the delivery of a friendly, open and proactive customer approach
- To follow the Library's financial procedures for cash and cashless transactions, and ensure that the Visitor Services team does likewise
- To develop and maintain sufficient knowledge of the collections, building, Manchester's history and cultural offer, in order to advise visitors and respond to enquiries
- To stand in for the Building Care & Operations Supervisor as required
- To ensure the health and safety of visitors through management of spaces and reporting or resolving issues
- To support the objectives of the wider Curatorial Practices Services team, the Directorate and the Library
- To participate in a 7-day rota to cover shifts (including evenings, weekends and Bank Holidays)
- 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:

- Educated to GCSE level A-C in Maths and English or equivalent
- Excellent customer relationship knowledge and the ability to inspire a team to deliver a proactive customer service
- Experience of successfully supervising staff, co-ordinating work activities and training staff on the job
- Good organisational skills and able to prioritise work in a busy environment and meet deadlines
- Experience of delivering excellent customer service including:
  - Good listening skills
  - A warm, friendly and proactive approach to interactions
  - An ability to communicate well with people from many backgrounds
  - A strong sense of personal responsibility in representing our standards of service
  - An ability to anticipate visitor needs and act upon that

- Ability to work within a structured daily rota of planned activities in line with business need
- Experience of prioritising tasks and working without constant supervision in a position of trust
- Experience of undertaking detailed work – to follow processes and ensure accurate information is exchanged in a concise and balanced way
- Good IT skills with experience of Microsoft Office packages (e.g. Outlook, Excel and Word) and experience of working with digital systems to interact with customers and collect data
- Flexible attitude to work and adaptability to changing circumstances
- Ability to perform the physical tasks associated with the role
- Willingness to work at any University of Manchester Library
- Willingness to wear supplied Library branded clothing
- First Aid qualification or a willingness to work towards achieving this qualification
- A good record of personal and professional development and evidence of an active approach to CPD

Desirable skills, knowledge and experience:

- Experience of leading a team in a busy audience-focused heritage or cultural sector environment, including motivating staff and creating a culture of innovation and excellence
- Experience of working in a retail environment
- Experience of handling cash in a service environment and deal with financially related administration in an accurate manner