



The University of Manchester
Manchester Museum
Job Description

Job Title: **Casual Visitor Team Member**
Salary: £10.08/hr
Organisation: Manchester Museum
Reports to: Visitor Team Management
Date: May 2021 – August 2021

Overall Purpose of the Job:

The Visitor Team is the connection between our visitors, collection and spaces. We are a diverse team driven to ensure Manchester Museum is the most inclusive, imaginative and caring museum in the UK.

As a Casual Visitor Team Member, you will be friendly, approachable and knowledgeable and will make people feel comfortable during their visit. This includes welcoming visitors from variety of backgrounds with a wide range of needs and giving everyone the information they require to help them get the most from their visit. To do this you'll need to keep up to date with the latest news and event information, including what's happening across Manchester's wider cultural scene.

Within the team, you will provide day-to-day access, care and safety for our visitors, and security for our building and collections. You will work closely with the Building and Operations Team, as well as your managers, to ensure everything looks smart, tidy and is safe for the public and staff to enjoy. Therefore, you will take the lead on matters including First Aid, Health and Safety, and Access as well as Fire Evacuation procedures.

We are a team that brings an enthusiasm to all forms of art and culture and does so by proactively engaging with our visitors both on and offline. Each Casual Visitor Team Member must enjoy being part of a team and feel confident enough to actively encourage donations and feedback from our visitors, as well as deal with difficult situations.

A Casual Visitor Team Member working pattern covers a 7-day week schedule without a pattern to cover shifts between Wednesday and Sunday, 09:00-17:00.

Team members are required to familiarise themselves with the University's Equality and Diversity policies and to actively support these wherever possible. This will be included in your Welcome and Induction pack.

Key Responsibilities, Accountabilities or Duties:

- Be vigilant at all times to ensure the safety of visitors, staff, the collections as well as the building.
- Provide a warm welcome/support to everyone who comes to the museum, whatever their purpose.
- Work weekends on a rota basis or as operational needs require.
- Enthusiastically engage with visitors and support their enjoyment of the museum, including navigation throughout our spaces and providing further information when required.
- Conduct visitor surveys and collate/archive visitor feedback, both verbally and written.

- Inform visitors of our charitable status and encourage donations where appropriate.
- Tidy up and/or improve the appearance of the museum (including Information Displays, Resource Packs, Workshop Spaces, Interactive Displays/Materials etc.).
- Ensure the museum's codes of conduct are observed and actions are taken where appropriate (First Aid, Evacuation Procedures, Health & Safety, Food Policies, etc.).
- Actively attend and contribute to meetings relevant to the post (Director's Briefings, Staff Meetings, Team Briefings, Curatorial Talks etc.).
- Maintain an up-to-date knowledge about our collections, exhibitions and public programmes (Including Workshops, Talks, Conferences, One off Events, etc.).
- Work with colleagues from other department such as Volunteers, Learning and Engagement and Collections, as well as assisting with mail outs, workshops and events as required.
- Be vigilant and aware of disability access, giving support where needed.
- Assist in supporting the preparation of the museum's spaces and set-ups.
- Attend external and internal training to ensure duties are carried out to a high standard.
- Report any safety and/or maintenance issues promptly.
- Have a smart, tidy and professional appearance at all times.
- Support fellow team members on the welcome desk.

Essential Expected Behaviours

- Teamwork & Clear Direction (*vision/values*)
- Patience & Respect
- Improvement & Change
- Empowerment & Development

Personal

- Ability to communicate effectively with a broad range of people.
- Follow oral and written instructions closely.
- Capable of maintaining a monitoring position in the museum and move swiftly between areas.
- Observant, aware, punctual and reliable.
- Good oral and written communication skills with sociable, communicative manner.
- Be able to handle and/or get the appropriate person to deal with people in difficult situations.
- An avid team player.

Desirable Knowledge, Skills, Experience and Qualifications

Work and other experience

- Experience in ensuring public safety such as fire marshal or building evacuation.
- Experience in giving first aid (training provided).

Personal

- Willingness to learn about the history of the Museum, the building and its collection.
- Passionate about arts/culture and of the ideas and themes 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.

About Manchester Museum

Manchester Museum, part of The University of Manchester, first opened in 1890. It is the UK's largest university museum with a collection of about 4.5 million items from every continent. Its combination of the academic and the popular is what makes the Museum so distinctive and lies at the heart of its widespread appeal. The Museum's vision is to build understanding between cultures and a sustainable world. Every year over half a million people visit. Manchester Museum is working towards an exciting new £13.5 million project *hello future*, to transform and develop the Museum becoming more inclusive, imaginative and caring to the diverse communities it serves.

The *hello future* transformation includes:

- A beautiful two-storey extension
- A new Exhibition Hall
- South Asia Gallery
- Lee Kai Hung Chinese Culture Gallery
- Belonging Gallery
- A new space for learning and environmental action
- New entrance and visitor facilities with focus on inclusive and accessible design

www.manchester.ac.uk/museum

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