

THE UNIVERSITY OF MANCHESTER
PARTICULARS OF APPOINTMENT
FACULTY OF CULTURAL INSTITUTIONS
WHITWORTH ART GALLERY
WHITWORTH ART GALLERY ADMINISTRATION
VISITOR TEAM COORDINATOR
VACANCY REF: CIX-030525

Salary: Grade 3 £25,804 to £27,319 pro rata per annum, depending on relevant experience (+6% shift premium due to working flexibly across 7 days a week)

Hours: 28 hours per week (Part Time)

Duration: Fixed Term for 12 months

Location: Oxford Road, Manchester

Enquiries about the vacancy, shortlisting and interviews:

Name: Ashleigh Owen

Email: ashleigh.owen@manchester.ac.uk

JOB DESCRIPTION:

Overall purpose of the Job

As the Visitor Team Coordinator, you will provide supervision of a large team of Visitor Team Assistants over a 7-day week rota to create welcoming and memorable experiences for our visitors. You will devise complex daily rota to ensure the gallery's public areas are correctly staffed, operational procedures are followed, and where appropriate be the first point of call for team enquires such as sickness, and absence.

Additionally, you will provide day-to-day access, care, and safety to our visitors, as well as ensure our building and collections are secure. You will be required to open and lock up the building maintaining the appearance of public spaces, so they are smart, tidy, and safe for our visitors to enjoy.

You will also be friendly, approachable, and knowledgeable in your demeanour, supporting the Visitor Team Assistants to be the connection between our visitors, collections, gardens, and building. You will achieve this by being encouraging Visitor Team Assistants to engage with all

our visitors in an intelligent and friendly way, as well as actively capturing visitor feedback and championing access, equality, diversity, and inclusion.

KEY RESPONSIBILITIES, ACCOUNTABILITIES OR DUTIES:

Team Support

- Coordinate the day-to-day staffing and schedules.
- Devise daily rota to provide the correct level of staffing hours.
- Coordinate staff inductions, training, and development.
- Coordinate annual leave and sickness records.
- Be approachable, supportive and encourage the team to be proactive in their welcome, and present ideas to promote engagement of visitors.
- Maintain good communications with the team and other departments managing the flow of information to a team who are rarely all present on any one day.
- Maintain training records; this includes first aid, fire marshal, data protection, social media, safeguarding and codes of conduct.
- Give feedback to the Visitor Team Manager for the team's Personal Development Plans
- Work with the Visitor Team Manager and Head of Visitor Teams to devise and support SMART objectives.
- Report poor performance.
- Support inductions for new team members.
- Support Work Experience programme ensuring the students get the best from the scheme.

Visitor experience, access, and feedback

- Ensure the gallery is prepared to welcome visitors and all public areas are clean and tidy with material resources in place.
- Coordinate daily schedules to allow time off rota duties for the team to research and develop projects with social media, tours, languages.
- Ensure prompt response to visitor enquiries and complaints and log details.
- Coordinate the team to ensure the quantity and high quality of all questionnaires and feedback collection infringements.

- **Public and staff safety**

- Be vigilant in checking for any building or collection maintenance required, report problems immediately and put safety measures in place.
- Act where appropriate, including refusing entry, evacuating visitors, alerting other staff, University security and the emergency services to ensure the safety and security of staff, visitors, the building, and its contents.
- Ensure first aid, incidents, accidents and near misses are immediately reported, logged, and circulated.

- Ensure the team are kept up to date with all developments and updates on Risk Assessments and Evacuation planning, making sure we are always compliant.
- Ensure the safe unlock and lock up procedures are followed and undertake these duties when necessary.

Reporting

- Ensure that all staff logs, first aid, incidents, accidents and near misses are kept up to date.
- Report to Manager any team performance and development needs
- Ensure that all rotas are cost effective and highlight any future events and trends likely to affect staffing levels and the budget.

Policies, procedures, and guidance

- Be knowledgeable of all relevant staff management, Data Protection and Health and Safety policies and implement good practice, communications and action as required.

PERSON SPECIFICATION:

Essential

- Proficient use of MS Office especially MS Excel and the ability to use support technology.
- Experience of complex scheduling, implementing policies, processes, and guidance
- Knowledge of risk assessments, public and staff safety, and safeguarding
- Be proactive, take the initiative and be a creative problem solver.
- Observant and aware
- Excellent oral/written communication skills with sociable and communicative manner
- Punctual and reliable
- Ability to act as a First Aider and Fire Marshal

Desirable

- Experience of supervising a public facing team in a cultural/arts environment
- Experience in delivering first aid and ensuring public safety.
- Individual interests and skills that relate to role and can be transferred.
- Special skills that can enhance the visitor's experience and the team's performance.

ESSENTIAL / EXPECTED BEHAVIOURS:

- Teamwork & Clear Direction
- Patience & Respect
- Improvement & Change
- Empowerment & Development

WORKING FOR THE UNIVERSITY OF MANCHESTER:

The University of Manchester strives to make our community a welcoming, caring and enthusiastic one, fuelling ambition with opportunities and support to help us all achieve our personal and professional goals.

Our diverse job opportunities include an attractive [benefits package](#) with family-friendly policies that provide for flexible working. We care deeply about career and personal development, offering a structured induction programme for new staff, an annual performance and development review, staff training for all career stages and mentoring opportunities to support your career development.

We have a genuine commitment to [equality of opportunity](#) for our staff and students, and are proud to employ a workforce that reflects the diverse community we serve.

As a global institution, situated at the heart of a lively, [culturally diverse city](#), we welcome applicants of all nationalities. To help international job applicants plan for life in the UK, we have put together some useful [information on passports and visas](#), travel to the UK, accommodation and a number of other practical considerations.

The Directorate of People & Organisational Development focus is to:

- Develop and embed a performance-orientated culture
- Improve the quality of leadership and management
- Motivate, engage and inform our workforce
- Attract the highest calibre of academic staff
- Develop flexible, capable and competent staff

We do this through:

- Our People & Organisational Development Partners working in partnership with colleagues in the Faculties and the Professional Services & Cultural Institutions
- Our Centre's of Expertise, providing specialist advice and services across the University
- People & OD Operations delivering the day-to-day services, providing all aspects of transactional administration and payroll

The People & Organisational Development Operational structure consists of:

- Recruitment & Resourcing
- Employment Services
- Payroll
- Systems
- Policy
- Job Evaluation, Reward & Benefits
- Global Mobility (Immigration)
- People & OD Partners
- Staff Learning & Development