**Manchester City Council**

**Role Profile**

**Visitor Team Assistant, Grade 3**

**Manchester Art Gallery, Libraries, Galleries and Culture Service**

**Neighbourhoods Directorate**

**Reports to: Visitor Team Coordinator**

**Job Family: Customer Service**

**Key Role Descriptors:**

The role holder will contribute to the goals of the team through the provision of high-quality customer service to ensure the achievement of service and organisational objectives.

The role holder will work pro-actively to resolve customer enquiries at the first point of contact, using initiative and problem-solving skills and taking ownership of effective resolution.

**Key Role Accountabilities:**

Deal efficiently and courteously, with tact and diplomacy, to all queries and correspondence, in both written and verbal form from a wide range of internal and external customers.

Update and extract information from management information systems accurately and competently as required including the retrieval and collation of reports to agreed procedure.

Contribute effectively to the development of projects and value-added activities to meet the needs of the service.

Procure, monitor and maintain stock and equipment, ensuring changes are made in line with procedures, budgets and agreed timescales.

Where appropriate contribute to effective building security to ensure a safe environment through the operation of security systems, locking premises, setting alarms and safe keeping of keys.

Where required, accurately process payments for customers in line with Manchester City Council’s financial regulations.

Personal commitment to continuous self-development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications

**Where the roleholder is disabled, every effort will be made to supply all necessary aids, adaptations, or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.**

**Role Portfolio:**

**About Manchester City Galleries**

Manchester Art Gallery is the original useful museum, at the centre of city life for 200 years. Created as the Royal Manchester Institution for the Promotion of Literature, Science, and the Arts the gallery has been proudly part of Manchester City Council since 1882.

Manchester Art Gallery sits within the Libraries, Galleries and Culture Service as part of the Neighbourhoods Directorate of Manchester City Council (MCC). It has two public venues - Manchester Art Gallery (in the heart of the city centre) and Platt Hall (in Rusholme, currently undergoing redevelopment). A third site - Queens Park Conservation Studios in Harpurhey - serves as the ‘engine-room’ of the gallery, providing essential collection housing and conservation studios.

The gallery is free and open to all people as a place of civic thinking and public imagination, it promotes art to achieve social change. The gallery’s 45,000-strong collection - which belongs to the people of Manchester - spans six centuries of art, craft and design, and fashion and dress, with a particularly rich collection of 19th-century art, including many Pre-Raphaelite paintings. We care for this collection and produce exhibitions, education projects, public programmes, and events for all our users. We create these programmes for, and with, the people of Manchester and beyond. Our ambition is to be accessible, relevant, responsive, and stimulating to all, but also to be challenging and generate new thinking, and further the development of the city and the wider world. We are committed to anti-racism and to developing an approach which actively addresses the colonial history of the gallery and its collection.

Manchester Art Gallery is a National Portfolio Organisation funded by Arts Council England to work in strategic partnership with the Whitworth Art Gallery and Manchester Museum to deliver the city’s cultural objectives and promote Manchester as a centre of knowledge and creativity. As part of Manchester City Council, we deliver the’ Our Manchester’ strategy for the city.

The gallery is led by an executive group (who are directly accountable to the Art Galleries Committee and wider city council and manage the NPO (National Portfolio Organisation) Partnership at a strategic level) and a wider group of team leaders. The executive includes the Director (who is also joint Director at The Whitworth); the Head of Libraries, Galleries and Culture; the Senior Operational Lead and the Head of Development. The wider team includes senior gallery team leaders - the Senior Curator, the Learning and Engagement Lead, Commercial Lead, Operations Manager, Visitor Engagement Manager, Conservation Manager, Collection Manager, Digital Manager, and Partnership Data Manager.

**About the role**

The Visitor Team is the connection between our visitors, our spaces, and our collection.

It is friendly, approachable, and knowledgeable, and helps people have the best possible experience during their visit. This involves welcoming visitors from a wide range of abilities and backgrounds, providing them with the information they need to make the most of their visit. The Visitor Team is connected to the latest cultural news and event information, as well as what's going on in Manchester's broader cultural scene. The Team provides day-to-day access, care, and safety for all our visitors as well as collaborates closely with the Building and Operations Team to ensure that everything looks smart, tidy and is safe for the public and staff to enjoy. This involves assisting First Aid, and Fire Evacuation procedures, as well as full compliance with Health and Safety requirements.

The Visitor Team also delivers guided tours and collects important visitor data through surveys in the gallery. In addition, the Team actively engages with other gallery teams and partners to offer a variety of events, programmes, and activities across the gallery. The Visitor Team brings an enthusiasm to all forms of art and creativity, and does so by proactively engaging with our visitors both on and offline. Each Visitor Team member must enjoy working as part of a highly skilled team and feel confident to actively encourage donations and feedback from our visitors as well as deal with difficult situations.

Responsibilities of the role include:

* Providing a warm welcome to everyone who visits Manchester Art Gallery by enthusiastically and proactively engaging with visitors to support their enjoyment of the gallery, including welcome desk duties, navigation, assisting with engagement events and activities, and dealing with enquiries.
* Actively attending and contributing to meetings relevant to the role, and maintaining an up-to-date knowledge about collections, exhibitions, and public programmes.
* Being committed to personal and team development, undertaking statutory and mandatory training as required.
* Having a professional appearance and manner at all times, being attentive and alert, and capable of maintaining a designated position in the gallery spaces as required. Follow safe manual handling guidelines, and be able to move swiftly between spaces and stand for long periods of time.
* Dealing calmly and professionally with all visitors, and follow policies and procedures in relation to difficult situations, reporting any issues, problems or near misses promptly (with reference to MCC’s H&S Compliance Framework and MCC policies, eg. Third Party Harassment).
* Conducting visitor surveys and collating visitor feedback - verbal, written and on-line
* Contributing to the gallery’s social media channels by creating, researching, producing, and posting relevant digital content.
* Researching, producing and delivering tours of the gallery and exhibitions on various themes and topics. This includes free general tours and bespoke bookable paid tours.
* Making full use of digital equipment (eg ipads), email and Intranet, to research, source essential information, and keep up-to-date with work-related issues.

**Key Behaviours, Skills and Technical Requirements**

**Our Manchester Behaviours**

* We are proud and passionate about Manchester
* We take time to listen and understand
* We ‘own it’ and we’re not afraid to try new things
* We work together and trust each other
* We value our differences and treat each other fairly

**Generic Skills**

* **Communication skills:** Demonstrates an understanding of the views of others and communicates in a realistic and practical manner using appropriate language and medium, listens attentively to views and issues of others.
* **Analytical skills:** Able to identify potential problems or errors when considering responses to situations probe to establish the true position before considering action or advice
* **Problem Solving and Decision Making:** Ability to interpret basic rules and guidelines in order to resolve queries.
* **Creative Skills**: Ability to find solutions to situations that are presented of a routine nature
* **Administrative Skills:**  Ability to use and accurately maintain effective administration systems in a rapidly changing environment
* **ICT Skills:** Ability to use multiple applications, systems and associated software packages.
* **Research and Intelligence:** Ability to research information from a variety of different sources

**Technical Requirements (Role Specific)**

* This role attracts a 6.7% flexibility allowance
* Required to work flexibly, including weekends and bank holidays on a regular basis.
* The role requires excellent communication skills, a friendly and engaging manner, and a strong interest and pride in the work of the gallery.