

Job Description



**Title: Visitor Services
Support Officer**

**Department: Co-operative
Heritage Trust (CHT)**

Role Cluster and level:

**Hours: 7 per week
(Saturday working pattern)**

Salary: £3,611 pa (FTE
£18,054)

Responsible to: Liz McIvor

Responsible for: NA

Functional Relationships: CHT staff and volunteers

Decision making authority: Day to day in consultation with Visitor Experience and Operational Co-ordinator.

Budgetary authority: .NA

Additional Information:

Main purpose of job role:
Weekend Front of House support working PT permanent contract.
Key tasks and responsibilities:
<ol style="list-style-type: none">1. To assist and support the Visitor Experience/Operational Co-ordinator in ensuring that visitor experience at Rochdale Pioneers Museum is consistently of high quality. This entails upkeep of general cleanliness and tidiness on site, welcoming and guiding visitors, facilitating events and activities taking place on site for a range of audiences as part of a set working pattern of Saturday front-of-house provision.2. To assist in setting up and delivering planned public events or activities as required as part of the wider CHT team.3. To provide a support role to ensure the safety of colleagues and volunteers as well as site security during weekend open hours, while ensuring personal health and safety.4. To act as a point of contact for inquirers, passing on useful information about services and offers of CHT.
Additional responsibilities:

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1. To uphold personal standards and integrity appropriate to the role.
2. To participate in the College's Staff Professional Development Review.
3. To seek ongoing improvements within own area of responsibility.
4. To comply with College Financial Regulations and Health and Safety at Work policies and procedures.
5. To comply with and maintain the College's quality systems.
6. To comply with the College Equal Opportunities policies and procedures.
7. To maintain a flexible and team working approach and perform such other duties as may be required.

Measurable outputs:

- .Performance Review process
- Feedback from visitors, staff, volunteers and stakeholders

Behaviours:

Approach	Delivery	Relationships
<ul style="list-style-type: none"> • Self Management. • Initiative. 	<ul style="list-style-type: none"> • Flexibility. • Enthusiasm and Performance. 	<ul style="list-style-type: none"> • Personal Impact. • Communication and transparency with colleagues..

The above job description is a guide to the work you may be required to undertake but does not form part of your contract of employment and may change from time to time to reflect the changing circumstances.

Job description prepared by:	Liz McIvor, CHT Manager
Date:	23/06/2017