

Person Specification

Title: Visitor Support Officer

Key purpose of role: To support the Visitor Experience and Operations Co-ordinator in front of house activities at Rochdale Pioneers Museum – Weekend working contracted hours 7 per week.

The post holder should

- Promote with the ideals, values and principles of the co-operative movement and their application within the movement and beyond.
- Recognise co-operative education as a contribution to adult lifelong learning.
- Wish to work creatively as part of a progressive and dynamic team delivering education for the UK and international co-operative movement.

Attributes	Essential	Assessed via	Desirable	Assessed via
Education / Training	<ul style="list-style-type: none"> • Educated to a GCSE or equivalent level in mathematics and English. 	A/I	<ul style="list-style-type: none"> • First Aid certification 	Q
Relevant experience	<ul style="list-style-type: none"> • To have worked, or be working in a public facing environment. 	A/I	<ul style="list-style-type: none"> • To have an understanding and interest in the history and heritage of Rochdale and the co-operative Movement. 	A/I

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Attributes	Essential	Assessed via	Desirable	Assessed via
Relevant Abilities, Skills and Knowledge	<ul style="list-style-type: none"> Ability to use office programmes, be confident in telecommunications and data inputting. 	A/I	<ul style="list-style-type: none"> To have had experience in administering public or group bookings and cash sales in a retail environment. 	A/ I
Special Requirements	<ul style="list-style-type: none"> To be able to communicate effectively, confidently and in a timely manner with members of the public, staff and stakeholders. 	I/T	To be familiar with social media platforms as communication with audiences and response to inquiry	A/ I

Key	
A	Application Form
I	Interview
Q	Qualifications check
T	Test

Person specification prepared by:	Liz Mclvor
Date:	23.06.2017