



Application for position of Visitor Experience Assistant

Please find attached:

1. Job description & person specification
2. About Manchester Craft and Design

We are looking for a committed, energetic, down-to-earth person who is passionate about the arts to join Manchester Craft & Design Centre's small team as Visitor Experience Assistant.

Closing date: **10am Friday 10<sup>th</sup> June 2022**

Please return your application by email with Visitor Experience Assistant in the subject line to: [contactus@craftanddesign.com](mailto:contactus@craftanddesign.com)

If you have any queries, please get in touch at [contactus@craftanddesign.com](mailto:contactus@craftanddesign.com)

Please note that late applications will not be considered.

If we have not contacted you by **Wednesday 15<sup>th</sup> June** we thank you for your application but are sorry you have not been selected for an interview on this occasion.

Interviews will be held on **Friday 17<sup>th</sup> June** (to be confirmed)

**Thank you for your interest in Manchester Craft and Design Centre.**

**Manchester Craft & Design (MCAD)  
Visitor Experience Assistant Job Description**

<b>Position</b>	Visitor Experience Assistant – Manchester Craft & Design Centre
<b>Salary</b>	£9.50 per hour (14 hours per week) 2 full days: Saturday & 1 weekday)
<b>Responsible to</b>	Deborah Simms (Enterprise Officer)
<b>Employer</b>	Manchester Craft & Design (MCAD)
<b>Term</b>	Fixed Term Contract (three months)
<b>Location</b>	Manchester Craft and Design Centre, site-based

**PURPOSE OF THE POST**

The Visitor Experience Assistant will be a key member of our small team over the coming months. The successful candidate will assist in ensuring a welcoming atmosphere, both in-person and online. This will mean welcoming visitors onsite, as well as managing our public inbox.

**PRINCIPAL DUTIES**

- Welcome visitors to the building, direct them to historical information and answer any questions
- Key holder with responsibility for securely opening and closing the building in a timely fashion
- Maintaining a tidy building, emptying waste bins, distributing post etc. Reporting any issues promptly to the Team
- Maintain a high standard of visitor satisfaction, ensuring needs are met and helping to improve the visitor experience
- Work effectively with our Team and Resident Makers to support them with their work e.g. helping with activities and workshops, setting up for events.
- Helping the public to complete visitor surveys and give feedback on their visit and feeding this back to the Management Team on a regular basis.
- Manage the general enquiries inbox, maintaining studio enquiries and forwarding to relevant team members
- Attend relevant meetings and events as and when required (TOIL)

## **PERSON SPECIFICATION**

### **Essential:**

- A passion for customer-facing roles
- Ability to maintain a friendly, positive, professional attitude to working with the public
- Excellent interpersonal and communication skills
- A proactive and friendly approach towards visitors, staff and volunteers
- Understanding of, or willingness to learn, about Health & Safety regulations
- Competent in an emergency e.g. fire evacuation of visitors
- Available to work regular Saturdays and occasional Sundays (where necessary) throughout the contract
- IT competence including inbox management (i.e. answering emails, passing on messages to team members, tracking contact)

### **Desirable:**

- Experience of working with the public in a cultural setting
- Awareness and understanding of arts and culture in Manchester
- Knowledge of best practise in customer services

### **All MCAD staff members are expected to demonstrate:**

- Ability to work as part of a team and work under pressure
- Open commitment to the principles of equal opportunities and the creative case for diversity
- Strong organisational skills, ability to plan and prioritise work and fulfil administrative duties
- A flexible approach to working hours including an ability to work outside office hours, including some evening work, weekend work and travel off site
- Ability to identify and implement innovative solutions to problems
- Tact and diplomacy in all interpersonal relationships with both users of the building and external agencies and contacts
- Work in accordance with relevant legislation such as the Health and Safety at Work Act.



## About Us

MCAD is Manchester's space for craft, community and making.

Manchester Craft & Design (MCAD) is a registered charity (charity no. 1173366) responsible for managing Manchester Craft & Design Centre (MCDC)

MCDC is located in a Victorian fish and poultry market building in the Northern Quarter of Manchester, at the heart of an innovative creative community. The premises is owned by Manchester City Council and has been in operation as a craft centre since 1982, in part leading the vanguard of regeneration in the Northern Quarter to its place today as a creative, lifestyle quarter of the city.

MCAD provides studio / retail accommodation for contemporary craftspeople and designers, organises a high-quality exhibitions programme and hosts a café (currently vacant).

## Values

All our work will be developed through the lens of equality and environmental sustainability. These are intrinsic values placed at the heart of our decision-making.

### 1. Welcoming

We welcome all who wish to visit, work and learn with us. We aim to create spaces that are vibrant, social and safe. We base our plans on listening to our key constituencies, creatives and diverse communities and pursue ways to make our work more useful and relevant to more people. We actively seek to remove barriers to participation and leadership to those who might be excluded from our programmes, activities, staff team and governance.

### 2. Transparent

We behave with integrity and accountability around our decisions, programmes and strategies. We passionately believe in equality of opportunity and the value of craft and making in the world today. We look outwards for partners and projects with shared values.

### 3. Supportive

Our approach is compassionate and people-centred in our dealings with our creative community, staff, audiences and collaborators. We work towards shared wellbeing with everyone we encounter. We embrace our civic role to act on social injustice and climate change and to improve our local area.

### 4. Empowering

We seek to inspire and support creative and sustainable ways of living and working. We create opportunities for visitors to experience and participate in the positive

power of making. We support creative careers and skills development, particularly for those with the least advantage and opportunity.

## **5. Vibrant**

We support artistic, creative and entrepreneurial risk. We are confident and capable of making change. We are an innovative, listening and learning organisation, accumulating and embedding knowledge. We are energetic and well networked, generous in sharing our learning, and actively advocate for our sector.