



VISITOR SERVICES RECRUITMENT PACK

the **HARRIS**



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The Harris Overview

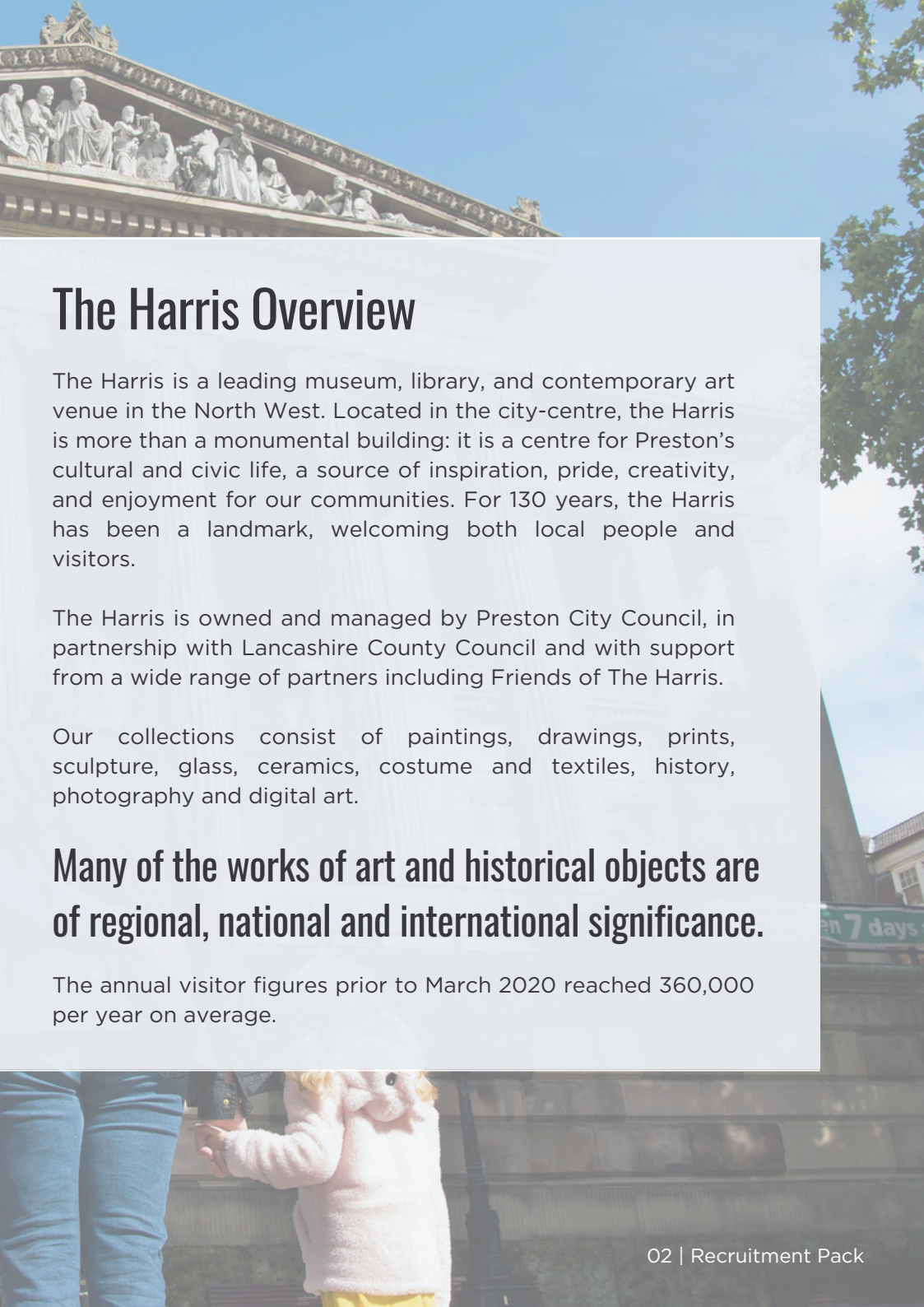
The Harris is a leading museum, library, and contemporary art venue in the North West. Located in the city-centre, the Harris is more than a monumental building: it is a centre for Preston's cultural and civic life, a source of inspiration, pride, creativity, and enjoyment for our communities. For 130 years, the Harris has been a landmark, welcoming both local people and visitors.

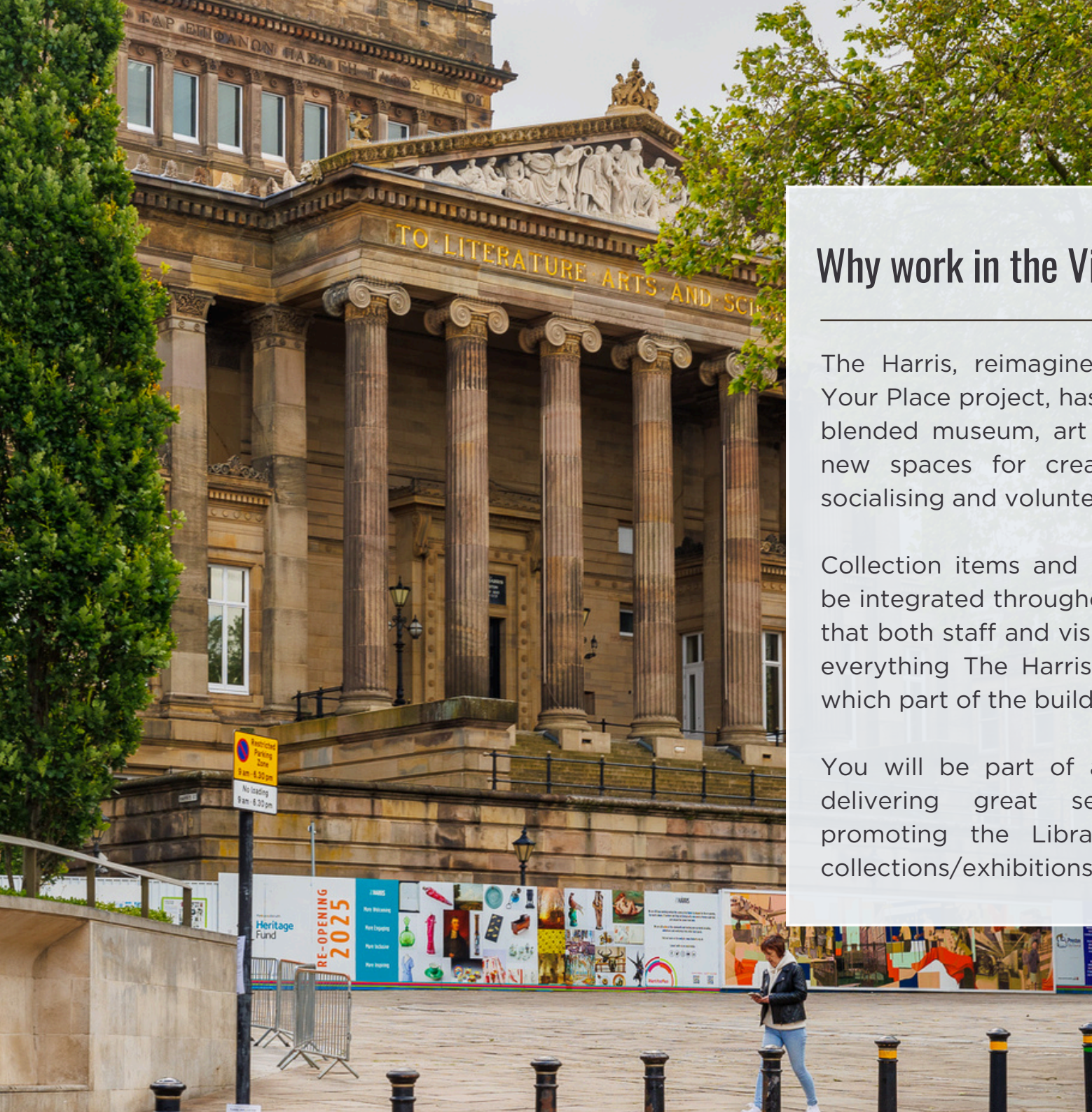
The Harris is owned and managed by Preston City Council, in partnership with Lancashire County Council and with support from a wide range of partners including Friends of The Harris.

Our collections consist of paintings, drawings, prints, sculpture, glass, ceramics, costume and textiles, history, photography and digital art.

Many of the works of art and historical objects are of regional, national and international significance.

The annual visitor figures prior to March 2020 reached 360,000 per year on average.





Why work in the Visitor Services Team?

The Harris, reimagined as part of the Harris Your Place project, has been transformed into a blended museum, art gallery and library, with new spaces for creativity, playing, learning, socialising and volunteering.

Collection items and library lending stock will be integrated throughout the building, ensuring that both staff and visitors alike can experience everything The Harris has to offer, no matter which part of the building they happen to be in.

You will be part of a broader team of staff delivering great service to visitors by promoting the Library, The Harris and its collections/exhibitions.



ROLE ONE

VISITOR TEAM LEADER



Overview of the Role

The Harris is undertaking a multimillion-pound project “Re-imagining the Harris” to transform the venue and our relationship with our audiences ensuring we are fit for a 21st Century visitor. The Visitor Team are a key part of this project, and we are looking to recruit a number of enthusiastic people to supervise the Team in delivering excellent customer care to our visitors.

Main Duties include: Supervising and motivating the team to deliver a warm Harris welcome at all times, Supporting the wellbeing and development of the Team, Supporting the Team in assisting visitors to access services on offer including Library Services, Public Computers, Activities & Events, Collections & Galleries and Assisting in all building related issues taking appropriate responsibility for comprehensive Health & Safety and Security Policies & Procedures.

Previous experience of Team Supervision in a Customer Service environment is essential to the role.

If you are enthusiastic, energetic and committed, you may be the person we are looking for.

- Grade: 5
- SCP: 8 - 11
- £25,992 - £27,269
- Full Time Posts
- Includes Evening / Weekend Working on a Rota Basis
- Closing date: 12 May 2025
- Interviews held: W/C 19 May 2025



Job Outline

Visitor Team Leader

Purpose of the job

To support the Visitor & Library Manager, supervise members of the team to provide excellent customer care, safety and security services for visitors, colleagues and collections working as part of the Harris Visitor Team at the Harris Museum, Art Gallery & Library.

Main Duties / Responsibilities

- Supervise the team to deliver a warm Harris welcome as first point of contact to all visitors and volunteers to the building, ensuring first class customer service and communication at all times
- Ensure the team adopt a professional approach at all times
- Provide a wide range of administration skills in order to support the Visitor Manager
- Supervise, motivate and manage the performance of individual members of staff, encouraging the team to engage in their work to attain high levels of service delivery and complete performance targets
- Manage the daily work rota to ensure the effective deployment of staff and monitor workload of the team
- Prioritise and delegate tasks where appropriate, monitor attendance and feedback to the Visitor Manager areas of development or concern
- Support the wellbeing and development of the team, responding to concerns and providing support where needed
- Ensure the building priorities are properly maintained and the team are supported in service delivery
- Work with development staff to support the team to promote the Friends of the Harris charity and encourage cash and contactless donations to support our work

Job Outline

Main Duties / Responsibilities

- Support the team to assist visitors to access the services on offer at the Harris including Library Self-Serve, registration of new library members, placing book reservations, assisting with visitors using public computers, activities & events, collections & galleries
- Support the team in collection of visitor data and feedback about the visitor experience, promote exhibitions, events, library services and other Harris activities
- Have an understanding of and support the team in shelving items throughout the building using the Dewey Classification System
- Support the delivery of digital support for visitors using the People's Network System
- Assist the Visitor Manager in all building related issues and contribute to and take appropriate responsibility for comprehensive Health & Safety and Security Policies & Procedures
- Ensure all incidents are documented and reported in line with the Council's policy
- Undertake daily cashing up of tills as in line with building policy
- Remain up to date of all Harris activities on a daily basis and support the team to deliver and promote those activities and events
- Support the team in the preparation of activities that are held regularly within the building

- Demonstrate vigilance across the building responding to issues or reporting as appropriate and managing the team's response to issues. Contribute to and co-ordinate security procedures. Invigilate and patrol Harris Galleries with the Visitor Services Team to ensure the security of collections and library reference stock. Log environmental readings in the galleries and monitor pest traps in gallery spaces
- Allocate and supervise staff resources to set up and prepare for events and activities throughout the building
- Work with a range of partners to deliver a high quality service to our communities

Other Duties / Responsibilities

- To act as an advocate for the Harris and a role model for the Visitor Assistants at all times
- Commitment to continuing professional development, attending meetings and training sessions as required
- Ability and willingness to be a flexible, pro-active and effective supervisor and team member and work with limited supervision
- To liaise with all colleagues in the Harris and carry out relevant duties in support of all departments
- To support the Visitor Team objectives of developing its services and enabling team members to perform a more flexible role, including coaching colleagues to help them develop skills and confidence
- In addition, other duties at the same level of responsibility may be allocated at any time

NB: The Council is an equal opportunities employer and provider of services. The Council has a statutory duty to promote equality, and all employees must be aware of that duty and work to the Council's equality standards

Person Specification

Visitor Team Leader

E: Essential
D: Desirable
HD: Highly Desirable

Qualifications

- E** - 3 GCSEs at Grade C or above, or equivalent experience in a comparable role
- HD** - NVQ in customer service-related field and supervision
- E** - Health & Safety Training

Experience

- E** - Demonstrable experience of team supervision in a customer service environment
- E** - Experience of delivering a first rate customer service
- E** - Experience of working with and supporting volunteers
- HD** - Experience of community engagement
- HD** - Experience of venue security service provision

Special Requirements

- E** - Have a passion for reading, art or history and be enthusiastic about sharing it and learning more
- E** - A commitment to embedding community empowerment principles in the working practices and organisational culture at the Harris
- E** - Be of smart appearance
- E** - Have first class communication skills, be welcoming and approachable, with a positive and enthusiastic attitude
- E** - Willingness to work outside of normal working hours and on a rota basis
- D** - Driving license



E: Essential
D: Desirable
HD: Highly Desirable

Person Specification

Knowledge / Skills / Abilities

- E** - Ability to supervise the team with limited supervision from the Visitor Manager
- E** - Ability to lead and motivate a team
- E** - Ability to work with volunteers
- E** - Ability to support staff to deliver a first class customer service
- E** - Excellent communication and listening skills
- E** - Excellent Administration skills
- E** - Ability to undertake cash handling

- E** - Demonstrable IT skills across range of packages including Word, Excel, Outlook
- E** - Ability to deal with difficult situations in a calm and helpful manner and support others in doing so
- E** - Ability to remain vigilant and observant at all times
- E** - Commitment to Health and Safety and Equality and Diversity
- E** - Ability to support a team in their health and wellbeing to achieve best performance
- HD** - Practical manual handling skills



ROLE TWO

VISITOR ASSISTANT (FULL TIME)



Overview of the Role

The Harris is undertaking a multimillion-pound project “Re-imagining the Harris” to transform the venue and our relationship with our audiences ensuring we are fit for a 21st Century visitor. The Visitor Team are a key part of this project, and we are looking to recruit a number of enthusiastic people to participate in delivering excellent customer care to our visitors as part of the Harris Visitor Team.

Main Duties include: Providing a warm Harris welcome at all times, Assisting visitors to access services on offer including Library Services, Public Computers, Activities & Events, Collections & Galleries, Maintaining safety and security in all areas of the building including gallery invigilation and conducting security checklists and supporting the delivery of Harris activities including exhibitions, workshops, tours, civic and corporate events.

Previous experience of working in a Customer Service environment is essential to the role.

If you are enthusiastic, energetic and committed, you may be the person we are looking for.

- Grade: 4
- SCP: 6 - 8
- £25,183 - £25,992
- Full Time Posts
- Includes Evening / Weekend Working on a Rota Basis
- Closing date: 26 May 2025
- Interviews held: W/C 2 June 2025



Job Outline

Visitor Assistant (Full Time)

Purpose of the job

To provide excellent customer care, safety and security services for visitors and colleagues working as part of the Harris Visitor Team at the Harris Museum, Art Gallery & Library

Main Duties / Responsibilities

- Provide a warm Harris welcome and a first-class customer service to all visitors, always ensuring the highest standards of customer care and communication
- Provide relevant and current information about the Harris What's On offer to visitors
- Support orientation and wayfinding of visitors to support them to navigate around the venue to access the services they need

- Ensure all customer complaints and comments are responded/dealt with promptly or referred to management as appropriate
- Maintain the highest standards of tidiness and appearance across all areas of the Harris
- Assist visitors to access the services on offer at the Harris to include assisting with Library Self-Serve, registration of new library members, placing book reservations, assisting with visitors using public computers, activities & events, collections & galleries
- Staff the box office as required, promote sales of goods, tickets, memberships, hires, donations, and other products as appropriate
- Support Harris fundraising activity, including promoting the Friends of the Harris and both cash and contactless donations to support our work (including counting and recording cash donations)
- Collect visitor data and feedback about the visitor experience, encourage donations and promote exhibitions, events, library services and other Harris activities

Job Outline

Main Duties / Responsibilities

- Shelving library items throughout the building as in line with the Dewey Classification System
- Provide digital support for visitors using the People's Network System
- Support the delivery of Harris activities including exhibitions, workshops, tours, public events, weddings, civic and corporate events
- Take a lead on setting up and preparing for various events and activities throughout the building, including room set up and take down, dressing of the venue and working to a clear operational plan
- Ensure safety and security of the building, collections, colleagues, and visitors
- Maintain safety and security in all public and non-public areas including gallery invigilation and conducting security checklists
- Open and close the spaces/building as required to operate the service

Other Duties / Responsibilities

- Commitment to continuing professional development, attending meetings and training sessions as required
- Ability and willingness to be a flexible, pro-active, and effective team member, supporting colleagues and be able to work with limited supervision
- To liaise and support colleagues in all departments of the Harris and carrying out relevant duties as required
- Assist in the induction, training, and support of new members of staff, work experience students and volunteers
- Support the delivery of the #HarrisYourPlace activity plan
- In addition, other duties at the same level of responsibility may be allocated at any time

NB: *The Council is an equal opportunities employer and provider of services. The Council has a statutory duty to promote equality, and all employees must be aware of that duty and work to the Council's equality standards*

Person Specification

Visitor Assistant (Full Time)

E: Essential
D: Desirable
HD: Highly Desirable

Qualifications

- E** - 3 GCSEs at Grade C or above, or equivalent experience working to support literacy and creative work
- D** - NVQ in customer service related subject
- D** - First Aid Certificate or be willing to become a qualified First Aider

Experience

- E** - Experience of delivering excellent customer service
- E** - Experience of community engagement
- E** - Experience of working in a customer services environment
- D** - Experience of venue security work of a similar nature

Special Requirements

- E** - Have a passion for reading, art or history and be enthusiastic about sharing it and learning more
- E** - A commitment to embedding community empowerment principles in the working practices and organisational culture at the Harris
- E** - Be of smart appearance
- E** - Have first class communication skills, be welcoming and approachable, with a positive and enthusiastic attitude
- D** - Willingness to work outside of normal working hours and on a rota basis
- D** - Driving license



E: Essential
D: Desirable
HD: Highly Desirable

Person Specification

Knowledge / Skills / Abilities

- E** - Ability to engage, communicate and enthuse visitors about the Harris, our offer and services
- E** - Ability to work on your own and as part of a team
- E** - Ability to work with members of the public from a wide range of backgrounds
- E** - Ability to work with limited supervision
- E** - Excellent communication skills, written, verbal and non verbal

- E** - Demonstrable IT skills
- E** - Ability to deal with difficult situations in a calm and helpful manner
- E** - Ability to remain vigilant and observant at all times
- E** - Commitment to Health & Safety and Equality & Diversity
- E** - Ability to undertake lifting and handling of exhibits, books and equipment (with the appropriate training)
- E** - Ability to undertake simple cash handling
- D** - Able to work up ladders and on low scaffold



ROLE THREE

VISITOR ASSISTANT (PART TIME)



Overview of the Role

The Harris is undertaking a multimillion-pound project “Re-imagining the Harris” to transform the venue and our relationship with our audiences ensuring we are fit for a 21st Century visitor. The Visitor Team are a key part of this project, and we are looking to recruit a number of enthusiastic people to participate in delivering excellent customer care to our visitors as part of the Harris Visitor Team.

Main Duties include: Providing a warm Harris welcome at all times, Assisting visitors to access services on offer including Library Services, Public Computers, Activities & Events, Collections & Galleries, Maintaining safety and security in all areas of the building including gallery invigilation and conducting security checklists and supporting the delivery of Harris activities including exhibitions, workshops, tours, civic and corporate events.

Previous experience of working in a Customer Service environment is essential to the role.

Please refer to the *Job Outline* and *Person Specification* detailed in the *Role Two: Visitor Assistant (Full Time)* section of this document for further information.

If you are enthusiastic, energetic and committed, you may be the person we are looking for.

- **Grade: 4**
- **SCP: 6 - 8**
- **£25,183 - £25,992 pro rata for Part Time**
- **Part Time, Including Weekends**
- **Closing date: 26 May 2025**
- **Interviews held: W/C 2 June 2025**



How to Apply

Apply on-line at www.preston.gov.uk/jobs alternatively telephone the 24 hour recruitment line on 01772 906914, quoting the vacancy reference number for an application pack.

Completed forms must be returned to Human Resources, 1st Floor, Town Hall or emailed to recruitment@preston.gov.uk



the **HARRIS**

Social Media

#HARRISYOURPLACE



@Harris Museum, Art Gallery & Library



@harris_museum



@HarrisPreston



@HarrisMuseumandArtGallery

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