



**Manchester Craft & Design (MCAD)
Visitor Experience Co-ordinator Job Description**

Position	Visitor Experience Co-ordinator – Manchester Craft & Design Centre
Salary	£15 per hour (21 hours per week) 3 full days weekly including Saturdays and the second Sunday of the month
Responsible to	Deborah Simms (Enterprise Officer)
Employer	Manchester Craft & Design (MCAD)
Term	1 month rolling contract
Location	Manchester Craft and Design Centre, site-based

If you would like to be considered for this role, please submit your CV and covering letter by **10am on Friday 21st March.**

Late applications will unfortunately not be considered, if you have any queries please contact us before the deadline.

PLEASE SEND YOUR CV AND COVERING LETTER TO:

CONTACTUS@CRAFTANDESIGN.COM

About Manchester Craft & Design Centre

Manchester Craft and Design Centre is a vibrant creative hub in the heart of Manchester's Northern Quarter, home to a community of independent makers and a space for exhibitions, events, and workshops. We welcome visitors from across the city and beyond, offering a unique experience that connects people with Craft and Design.

We are a dedicated, supportive and passionate team looking to work with someone who can bring their own passion and dedication to this role.

To learn more about Manchester Craft & Design Centre, have a look at our website:

<https://www.craftanddesign.com/about-us/>

Key Responsibilities

Front-of-House Responsibility – Welcome visitors, provide information, and ensure a high-quality experience.

Key holder - Responsibility for securely opening and closing the building on weekends.

Engagement – Share insights to visitors about our makers, exhibitions, and upcoming events, enhancing visitor understanding and connection.

Event Coordination & Building Oversight – Take charge of events and oversee the building's operations when on-site, ensuring the smooth running of activities, handling any issues that arise, and being the main point of contact.

Visitor Engagement & Feedback – Actively engage with visitors, collect feedback and surveys, and contribute ideas to improve audience experience.

Operational Support – Help maintain a welcoming and clean environment, monitor visitor numbers, support administrative tasks and manage the general enquiries inbox.

Person Specification

Essential:

Strong customer service skills with a proactive and welcoming approach.

Interest in craft, design, or contemporary making.

Confident communicator, able to engage with diverse audiences and enhance visitor experience.

Organised, reliable, and able to work independently.

Flexible and comfortable working weekends (Saturdays and the second Sunday of the month) and occasional evenings.

IT competence including inbox management (i.e. answering emails, passing on messages to team members, tracking contact)

Desirable:

Experience in a visitor-facing role within museums, galleries, or creative organisations.

Understanding of Manchester's creative and cultural scene.

Social media or marketing skills to support visitor engagement initiatives.

Health & Safety and First Aid Training

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.

