Job description and selection criteria

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| Job title | Gallery Supervisor and Shop Assistant |
| Division | ASUC |
| Department | Museum of the History of Science |
| Grade and salary | Grade 3: £18,031- £20,781 per annum |
| Hours | Full-time (36.5 hours per week)  Rostered between 2 and 6 days per week, including week-ends (job share considered) |
| Contract type | Fixed term for 18 months |
| Reporting to | Departmental Administrator |
| Closing date |  |
| Interview date |  |

## **Introduction**

### The University

The University of Oxford is a complex and stimulating organisation, which enjoys an international reputation as a world-class centre of excellence in research and teaching. It employs over 11,000 staff and has a student population of over 22,000.

Our annual income in 2013/14 was £1,174.4m. Oxford is one of Europe's most innovative and entrepreneurial universities: income from external research contracts exceeds £478.3m p.a., and more than 80 spin-off companies have been created.

Oxford is a collegiate university, consisting of the central University and colleges. The central University is composed of academic departments and research centres, administrative departments, libraries and museums. There is a highly devolved operational structure, which is split across four academic divisions, Academic Services and University Collections and University Administrative Services. For further information, please see:

[www.ox.ac.uk/staff/about\_the\_university/new\_to\_the\_university/structure\_of\_university](http://www.ox.ac.uk/staff/about_the_university/new_to_the_university/structure_of_university).

For more information please visit <http://www.ox.ac.uk/about>

## The University of Oxford is a member of the [Athena SWAN Charter](http://www.athenaswan.org.uk/) and holds an institutional Bronze Athena SWAN award in recognition of its efforts to introduce organisational and cultural practices that promote gender equality in SET and create a better working environment for both men and women.

**ASUC Division**

The Academic Services and University Collections (ASUC) group includes the providers of the major academic services to the divisions, and also departments with responsibilities including, but extending beyond, the immediate teaching and research needs of the University. The collections embodied within these departments are an essential part of the University’s wider nature and mission. They are part of its heritage as the country’s oldest University and now form a resource of national and international importance for teaching, research and cultural life; they also make a major contribution to the University’s outreach and access missions.

For more information please visit: <http://www.admin.ox.ac.uk/asuc/>

### The Museum of the History of Science

The Museum of the History of Science is one of the four museums of the University of Oxford which include the Ashmolean, The University Museum of Natural History, and the Pitt Rivers Museum. The Museum occupies the Old Ashmolean Building in Broad Street which was the original home of the Ashmolean Museum when it was founded in 1683, the first purpose-built museum in the world. The Museum now houses an outstanding and unique collection of objects related to the history of science, notably the largest collections in the world of astrolabes and sundials, and other material dating from the medieval period through to the early 20th century. It is a national and international centre of excellence for research and teaching in the material culture of science, and the interpretation of its collection is supported by a lively programme of exhibitions and public events for a range of audiences.

**Job description**

**Overview of the role**

The role requires the post holder to act as the co-ordinator of, and supervisor for, the gallery team with special responsibility for the Museum shop.

**Responsibilities/duties**

* Offer and maintain the highest standard of customer care.
* Help to create a welcoming atmosphere for all visitors to the Museum.
* Take appropriate action to maintain the security of the collection and the safety of visitors in the event of fire, other disaster or public order incident.
* Act as key-holder with all associated duties.
* Supervise and co-ordinate the gallery rota, where necessary in liaison with other staff.
* Supervise the preparation of the galleries for the public by the gallery assistants.
* Open the safe for access to keys and cash.
* Be responsible for the day-to-day running of the shop, check shop stock, handle cash including operation of the till and credit card facilities, cash up at the end of the day.
* Employ selling skills to increase sales and support the promotion of the Museum.
* Carry out regular stock takes and counts as required to ensure an accurate stock file is maintained.
* Identify slow-selling lines for deletion from ranges and report recommendations to the senior management team.
* Maintain high quality displays in accordance with procedures.
* Carry out routine housekeeping, tidying and cleaning of stock areas, display and sales counters ensuring that the areas are ready to be presented to customers at all times.
* Assist the senior management team in identifying suitable shop-stock in response to visitor comments.
* Day-to-day line management of gallery staff, including sick-returns and annual leave.
* Respond to events in the gallery; inform more senior staff when necessary.
* Support staffing at ad-hoc special events.
* Maintain a safe working environment for all members of the public and staff ensuring compliance with health and safety regulations.
* Participate in regular staff development reviews.
* Participate in meetings and attend training sessions as required.
* Comply with the Department’s policies and procedures.
* Any other duties that may be required from time to time commensurate with the grade of the job.

**Hours:** The rota will be devised according to operational needs; Saturday, Sunday and occasional evening and Bank Holiday duties are required. Breaks are organised according to general University regulations.

**Line management:** The line manager for the Gallery Supervisor and Shop Assistant is the Departmental Administrator, with a dotted line to the curatorial team. The Director has ultimate responsibility for the gallery team of the Museum.

**Essential criteria:**

* Proven ability to co-ordinate and supervise a team; ability to spot and deal with issues within the team and, if necessary, to escalate these upwards.
* Proven ability to run a commercial outlet largely independently, and operate tills and handle cash effectively.
* Experience of supervising / managing staff.
* Proven experience in commercial activities, ideally in the cultural sector.
* Ability to assess when a situation in the gallery or in the shop requires input from senior members of staff.
* Welcoming and friendly personality.
* Impeccable manners and customer care skills.
* Reliability, honesty and punctuality.
* Computer literacy.

**Desirable criteria:**

* Proven experience in customer care, ideally in a museum context
* Trained in First Aid

**Dress code:** Gallery staff are currently not provided with a uniform. However, should a uniform be introduced in future then they will be required to wear this. In the meantime post holders are asked to wear neat and sober clothing and footwear. A badge that is to be worn in public areas at all times will be provided.

**Pre-employment screening**

Please note that the appointment of the successful candidate will be subject to standard pre-employment screening, as applicable to the post. This will include right-to-work, proof of identity and references. All applicants must read the candidate notes on the University’s pre-employment screening procedures, found at:

[www.ox.ac.uk/about/jobs/preemploymentscreening/](http://www.ox.ac.uk/about/jobs/preemploymentscreening/).

Furthermore, additional pre-employment screening is required for this post, as such; the successful candidate will be required to undergo Disclosure Scotland Check.

## **Working at the University of Oxford**

For further information about working at Oxford, please see:

[www.ox.ac.uk/about\_the\_university/jobs/supportandtechnical/](http://www.ox.ac.uk/about_the_university/jobs/supportandtechnical/)

## Howto apply

If you consider that you meet the selection criteria, click on the **Apply Now** button on the ‘Job Details’ page and follow the on-screen instructions to register as a user. You will then be required to complete a number of screens with your application details, relating to your skills and experience. When prompted, please provide details of two referees and indicate whether we can contact them at this stage. You will also be required to upload a CV and supporting statement which explains how you meet the selection criteria for the post. *See* [*“selecting the appropriate application form”*](http://www.admin.ox.ac.uk/personnel/recruit/recruitproc/vacancysetup/guide/) *in our online guide to writing effective adverts).* The supporting statement should explain your relevant experience which may have been gained in employment, education, or you may have taken time away from these activities in order to raise a family, care for a dependant, or travel for example. Your application will be judged solely on the basis of how you demonstrate that that you meet the selection criteria outlined above and we are happy to consider evidence of transferable skills or experience which you may have gained outside the context of paid employment or education.

Please save all uploaded documents to show your name and the document type.

All applications must be received by **midday** on the closing date stated in the online advertisement.

**Information for priority candidates**

*A priority candidate is a University employee who is seeking redeployment owing to the fact that he or she has been advised that they are at risk of redundancy, or on grounds of ill-health/disability. Priority candidates are issued with a redeployment letter by their employing departments.*

*If you are a priority candidate, please ensure that you:*

*- attach your redeployment letter to your application*

*- explain in your covering letter how you meet the selection criteria for the post.*

Should you experience any difficulties using the online application system, please email [recruitment.support@admin.ox.ac.uk](mailto:recruitment.support@admin.ox.ac.uk)

Further help and support is available from [www.ox.ac.uk/about\_the\_university/jobs/support/](http://www.ox.ac.uk/about_the_university/jobs/support/)

To return to the online application at any stage, please click on the following link [www.recruit.ox.ac.uk](http://www.recruit.ox.ac.uk)

Please note that you will be notified of the progress of your application by automatic e-mails from our e-recruitment system. **Please check your spam/junk mail** regularly to ensure that you receive all e-mails.