Job description and selection criteria

|  |  |
| --- | --- |
| Job title | Gallery Assistant  |
| Division | ASUC  |
| Department | Museum of the History of Science |
| Grade and salary | Grade 1: £15,659 p.a. (pro rata) |
| Hours | Part-time variable Hour posts available Rostered between 2 and 6 days per week, including some week-ends and break cover  |
| Contract type | Fixed term contract until 31 March 2018  |
| Reporting to | Gallery Supervisor/ Shop Assistant |
| Closing date | 14th September 2016 |
| Interview date | To be confirmed  |

## **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>

**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 as 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 for 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.

## 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. Athena 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.

**Job description**

**Overview of the role**

The role requires the post holder to act as the first line of security for the collection and to maintain a safe and welcoming atmosphere for the visitors to MHS

**Responsibilities/duties**

* Offer and maintain the highest standard of customer care
* Maintain security of the collection by remaining alert and watchful while members of the public are present.
* 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.
* Help to create a welcoming atmosphere for all visitors to the Museum.
* Advise members of the public on ‘must-see’ items and (current) highlights, answer simple queries from members of the public and keep a record of how many queries have been dealt with each day.
* Prepare the galleries for the public including some light cleaning duties.
* Carry out other special duties associated with specific galleries.
* Handle cash as part of the Museum’s retail operation including operation of the till and credit card facilities.
* Co-operate, co-ordinate and communicate with the Supervisor and with other members of the gallery team regarding gallery duties and the operation of the duty rota.
* Support staffing at ad-hoc special events
* Participate in regular staff development reviews
* Participate in meetings and attend training sessions as required.
* Comply with health and safety regulations
* 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 Gallery Assistants is the Gallery Supervisor/ Shop Assistant who is responsible to 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:**

* Friendly personality with excellent customer service skills
* Ability to provide basic information in a concise manner
* Good team working skills
* Ability to observe the gallery whilst being able to engage with members of the public
* Ability to assess when a situation in the gallery requires input from senior members of staff
* Ability to respond to rota requirements and changes in a timely manner
* Computer literacy – rotas and updates will be communicated electronically, training will be provided.
* Reliability
* Honesty
* Punctuality

**Desirable criteria:**

* Proven experience in customer care, ideally in a museum context

**Dress code:** Gallery staff are currently not provided with a uniform. However, should a uniform or a sash etc. 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 name 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 Checks.

**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/)

**How** **to 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. 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

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.