Job description and selection criteria

|  |  |
| --- | --- |
| Job title | Gallery Assistant  |
| Division | Gardens, Libraries and Museums (GLAM) |
| Department | Museum of the History of Science |
| Grade and salary | Grade 1: £8.61 per hour |
| Hours | Variable Hours  |
| Contract type | Permanent  |
| Reporting to | Gallery Supervisor / Shop Assistant |
| Additional information | This role involves interacting with visitors while moving around galleries. The ability to stand and walk for prolonged periods is required, since there is limited opportunity to sit during the shift. This job includes varied working patterns and positions which will include working alone or in part of a team. You should be able to work evening, weekend and bank holiday shifts when required, with flexibility to support museum events. |
| Closing date | 24 January 2018 |
| Interview date | 6 February 2018 |

**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.
* 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.

**Dress code:** You will be expected to ensure your personal presentation standards are high and the uniform is worn in line with training and guidance. Our team hold each other accountable for maintaining the agreed standards, as we believe that our personal presentation is an integral part of delivering an excellent visitor experience.

**Selection criteria**

**Essential selection 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

### About the University of Oxford

Welcome to the University of Oxford. We aim to lead the world in research and education for the benefit of society both in the UK and globally.

We believe our strengths lie both in empowering individuals and teams to address fundamental questions of global significance, and in providing all of our staff with a welcoming and inclusive workplace that supports everyone to develop and do their best work. Recognising that diversity is a great strength, and vital for innovation and creativity, we aspire to build a truly diverse community which values and respects every individual’s unique contribution.

While we have long traditions of scholarship, we are also forward looking, creative and cutting edge. Oxford is one of Europe's most innovative and entrepreneurial universities. Income from external research contracts in 2014/15 exceeded £522.9m and we are ranked first in the UK for university spin outs with more than 110 spin-off companies created to date.

Join us and you will find a unique, democratic and international community, a great range of staff benefits and access to a vibrant array of cultural activities in the beautiful city of Oxford.

For more information please visit [www.ox.ac.uk/about/organisation](http://www.ox.ac.uk/about/organisation)

### 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.

**Gardens, Libraries and Museums (GLAM)**

Gardens, Libraries and Museums (GLAM) 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/glam/>

**Important information for candidates**

**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. We advise all applicants to 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/).

**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**

Before submitting an application, you may find it helpful to read the ‘Tips on applying for a job at the University of Oxford’ document, at [www.ox.ac.uk/about/jobs/supportandtechnical/](http://www.ox.ac.uk/about/jobs/supportandtechnical/).

If you would like to apply, click on the **Apply Now** button on the ‘Job Details’ page and follow the on-screen instructions to register as a new user or log-in if you have applied previously. Please provide details of two referees and indicate whether we can contact them now.

**You will also be asked to upload a CV and answer the three questions below:**

1. How do your skills, experience and knowledge demonstrate you are the right candidate for this role?
2. Which three key attributes will you bring to the role and how do they relate to the visitor experience?
3. Provide us an example of when you delivered excellent service, and what the outcome of the service scenario was.

The responses to the 3 questions should include examples of your skills and experience to support your answers. This may include experience gained in employment, education, or during career breaks (such as time out to care for dependants).

Your application will be judged solely on the basis of how you demonstrate that you meet the selection criteria stated in the job description.

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 because they have 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 email* *administrator@mhs.ox.ac.uk* *quoting the vacancy reference number to let us know that you have applied and to ensure that we treat your application as a priority.*

*If you are a priority candidate, please ensure that you attach your redeployment letter to your application (or email it to the contact address on the advert if the application form used for the vacancy does not allow attachments)*

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 go to: [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 emails from our e-recruitment system. **Please check your spam/junk mail** regularly to ensure that you receive all emails.

**Important information for candidates**

**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. We advise all applicants to 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/).

**The University’s policy on retirement**

The University operates an employer justified retirement age for all academic and academic-related posts (grade 6 and above), for which the retirement date is the 30 September immediately preceding the 68th birthday. The justification for this is explained at: [www.admin.ox.ac.uk/personnel/end/retirement/revisedejra/revaim/](http://www.admin.ox.ac.uk/personnel/end/retirement/revisedejra/revaim/).

For **existing** employees any employment beyond the retirement age is subject to approval through the procedures: [www.admin.ox.ac.uk/personnel/end/retirement/revisedejra/revproc/](http://www.admin.ox.ac.uk/personnel/end/retirement/revisedejra/revproc/)

There is no normal or fixed age at which **support staff** in posts at **grades 1–5** have to retire. Support staff may retire once they reach the minimum pension age stipulated in the Rules of the pension scheme to which they belong.

**Equality of Opportunity**

Entry into employment with the University and progression within employment will be determined only by personal merit and the application of criteria which are related to the duties of each particular post and the relevant salary structure. In all cases, ability to perform the job will be the primary consideration. No applicant or member of staff shall be discriminated against because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

**Benefits of working at the University**

**Training and Development**

A range of training and development opportunities are available at the University. Further details can be found at [www.ox.ac.uk/staff/working\_at\_oxford/training\_development/index.html](http://www.ox.ac.uk/staff/working_at_oxford/training_development/index.html).

***For research staff only:* Support for Research Staff**

There is a particularly wide range of support for career development for research staff. Please visit: [www.ox.ac.uk/research/support-researchers](https://www.ox.ac.uk/research/support-researchers?wssl=1) to find out more.

**Pensions**

The University offers generous occupational pension schemes for eligible staff members. Further details can be found at [www.admin.ox.ac.uk/finance/epp/pensions/pensionspolicy/](http://www.admin.ox.ac.uk/finance/epp/pensions/pensionspolicy/).

**Information for international staff** *(or those relocating from another part of the UK)*

A wealth of information is available on the University's International Staff website for staff who are relocating to Oxford from abroad, at [www.admin.ox.ac.uk/personnel/staffinfo/international/](http://www.admin.ox.ac.uk/personnel/staffinfo/international/).

**The University of Oxford Newcomers' Club**

The Newcomers' Club is aimed at helping partners of newly-arrived visiting scholars, graduate students and academic members of the University to settle in and to meet people in Oxford.

**Transport schemes**

The University offers a range of travel schemes and public transport travel discounts to staff. Full details are available at [www.admin.ox.ac.uk/estates/ourservices/travel/](http://www.admin.ox.ac.uk/estates/ourservices/travel/).

**University Club and University Sports Facilities**

The University Club provides social, sporting and hospitality facilities. It incorporates a Club bar, a cafe and sporting facilities, including a gym. See [www.club.ox.ac.uk](http://www.club.ox.ac.uk) for all further details.

University staff can use the University Sports Centre at discounted rates, and have the chance to join sports clubs. Please visit [www.sport.ox.ac.uk/oxford-university-sports-facilities](http://www.sport.ox.ac.uk/oxford-university-sports-facilities).

**Childcare and Childcare Vouchers**

The University offers quality childcare provision services at affordable prices to its employees. For full details about the services offered, please visit [www.admin.ox.ac.uk/childcare/](http://www.admin.ox.ac.uk/childcare/). **NB: Due to the high demand for the University’s nursery places there is a long waiting list.**

The University also offers nursery fee payment schemes to eligible staff as an opportunity to save tax and national insurance on childcare costs. Please visit [www.admin.ox.ac.uk/childcare](http://www.admin.ox.ac.uk/childcare).

**Disabled staff**

The University is committed to supporting members of staff with a disability or long-term health condition and has a dedicated Staff Disability Advisor. Please visit [www.admin.ox.ac.uk/eop/disab/staff](http://www.admin.ox.ac.uk/eop/disab/staff) for further details.

**BUPA - Eduhealth**

Bupa Eduhealth Essentials private medical insurance offers special rates for University of Oxford staff and their families [www.eduhealth.co.uk/mini-site/](http://www.eduhealth.co.uk/mini-site/).

**All other benefits**

For other benefits, such as free entry to colleges, the Botanic Gardens and staff discounts offered by third party companies, please see [www.admin.ox.ac.uk/personnel/staffinfo/benefits/](http://www.admin.ox.ac.uk/personnel/staffinfo/benefits/).