

Job description and selection criteria

Job title	Experience Leader
Division	Gardens, Libraries and Museums (GLAM)
Department	Ashmolean Museum
Location	Ashmolean Museum, Beaumont Street, Oxford, OX1 2PH
Grade and salary	Grade 4.1: £25,138 - £28,759 per annum (pro-rata)*
Hours	Variable hours
Contract type	Permanent
Reporting to	Head of Informal Learning & Public Programmes
Vacancy reference	168037
Additional information	<p>You are required to submit a CV and a Supporting evidence form with your application, outlining how you meet each of the selection criteria for the role (see the 'How to Apply' section for further details).</p> <p>*An automatic annual increment each year will be paid up to (and not including) the discretionary range within the University of Oxford's grade 4 salary scale.</p> <p>Please contact the recruitment team if you require the job description in an alternative format.</p>
Closing date	12.00 midday Wednesday 15 November 2023

Job description

Overview of the role

Can you capture the imaginations of visitors to create memorable experiences in museums?

Join a team of Experience Leaders, a new key public-facing role in the recently created Audience & Content Directorate. The role develops and delivers onsite activities for audiences within the Informal Learning and Public Programmes team, focussing on group tours, primarily for adults. It covers local, national and international audiences of different interests and backgrounds, including tourists, local first time or repeat visitors, dignitaries and academics, that engage with the Ashmolean and through it, the University of Oxford. The role is a unique opportunity to provide diverse audiences with high-quality experiences and contribute to the creative ideas development within the wider programme, to support the development of strategic and commercially viable initiatives that contribute to the Museum's reputation and reach.

The post holder will be appointed as part of a new team of variable hours Experience Leaders to work alongside an existing team of Gallery Lecturers, Adult and Family Creative Producers and Head of Informal Learning & Public Programmes in the Informal Learning and Public Programmes team. Deliver an enjoyable, stimulating, and memorable experience for a wide range of museum visitors, while providing a sustainable income stream for the museum. The Experience Leaders are appointed on a variable hours basis, paid a set rate to develop new sessions and paid variably by the hour depending on the sessions delivered. Full training will be provided and paid at the hourly rate.

Responsibilities

Service Delivery

1. Devise, develop and deliver compelling tours, study days and sessions that inspire audiences to engage with and learn from the museum collections.
2. Create surprising connections between objects in the museum and contemporary topics to provide unique and relevant experiences
3. Creatively plan, deliver and adapt sessions for different styles and audiences
4. Represent and advocate for the Ashmolean Museum and Audiences & Content Directorate through leading public-facing sessions for a range of audiences

Knowledge and Expertise

1. Undertake and share with Ashmolean colleagues independent research to build knowledge of the collections, incorporating curatorial expertise, engaging stories, multiple perspectives and lived experience.

Other duties

- Working on some Bank Holidays and out of regular museum hours events
- Participate in a regular Performance Development Review
- Undertake any necessary training identified
- Comply with health and safety regulations

- Comply with the policies and procedures set out in the Handbook for University Support Staff/Academic Related Staff
- Any other duties that may be required from time to time commensurate with the grade of the job

The Ashmolean Museum reserves the right to make reasonable amendments to the job description in consultation with the post-holder at any time.

Audiences & Content Directorate

Ashmolean is committed to being an audience-focused museum and in 2021 created the Audiences & Content Directorate that oversees Audiences Insights, Online Engagement & Communications, Public Programmes, Schools, University & Academic Engagement, Interpretation, Digital Content, Visitor Experience, Volunteers and Membership.

As a university museum, Ashmolean audiences range from researchers and university students to schoolchildren, from families with young children to older people, from local residents to international tourists. We are committed to preserve and share our collections and knowledge to promote research, learning and enjoyment and to provide engaging experiences for an increasingly diverse audience.

We are being audience focussed, by investing in audience insights and evaluation to inform decision making and to ensure we are meeting audience needs.

Our strategic priorities are:

PEOPLE: Support, inspire and develop our teams

FOSTER INCLUSION: promote equity and value diversity in all that we do

FINANCIAL SUSTAINABILITY: ensure we have the resource to deliver our work

ENVIRONMENTAL SUSTAINABILITY: succeed in achieving net zero carbon by 2035

FUTUREPLAN: ensure we have a building fit for purpose and our future

Informal Learning and Public Programmes

The Informal Learning and Public Programmes Team, a fast-paced and creative team within the newly created Audience and Content Directorate, is currently responsible for the development and delivery of programmes for families, young people 16-24 and adults in the Museum, online and in the wider community.

Vision

To design and deliver a creative, imaginative, high quality, high-profile, collections-inspired programme that encourages new audiences, welcomes regular visitors and generates significant surplus from commercial events.

Philosophy and Practice

We are:

- Audience focussed.
- Entrepreneurial.
- Commercially minded.
- Innovative and experimental.
- Collaborative and Inclusive.
- Accessible and welcoming.
- Informed by research.

Strategic Focus

There are two public programme strands: Commercial and Subsidised/Free.

Commercial Programme is designed and priced to generate income and surplus after event and core staff costs are deducted.

Subsidised Programme is free for participants - or offered at a reduced price. These programmes are funded by either core Ashmolean budget or external project-specific funding. Core Ashmolean budget supports targeted work with audiences specified in the ADP i.e. families, young people 16-24 and adults over 60 that don't regularly visit museums.

Commercial and subsidised programmes include 1) public events advertised on the museum's events page and 2) bespoke group offer.

Selection criteria

Essential selection criteria

1. An engaging and creative storyteller with demonstratable experience of connecting with a range of audiences, through tours or interactive experiences.
2. Excellent interpersonal skills with experience of working responsively delivering a high level of customer satisfaction.
3. Ability to undertake sound independent research and embed principles of object-based learning.
4. Ability to bring to light perspectives that are under-represented within our displays and public programme through creatively developing tours and scripts, including the ability to link to specific topics, such as Leadership.
5. Knowledge and understanding of at least one area of the Ashmolean collection. This could be through studies, practice or lived experience.
6. Excellent organisational skills, including time and group management when working with the public.
7. Ability to work well both independently and as part of a team with a common goal.
8. Demonstratable commitment to equality, diversity and inclusion, and embedding these principles among staff and audiences.

Desirable selection criteria

1. Fluency in another language, including British Sign Language.
2. Knowledge and understanding of access issues and learning styles for diverse audiences, particularly adults.

3. Experience of developing unique, high-quality experiences for adults.
4. Confidence using online conferencing software to deliver experiences digitally.

Pre-employment screening

Standard checks

If you are offered the post, the offer will be subject to standard pre-employment checks. You will be asked to provide: proof of your right-to-work in the UK; proof of your identity; and (if we haven't done so already) we will contact the referees you have nominated. You will also be asked to complete a health declaration so that you can tell us about any health conditions or disabilities for which you may need us to make appropriate adjustments.

Please read the candidate notes on the University's pre-employment screening procedures at: <https://www.jobs.ox.ac.uk/pre-employment-checks>

Hazard-specific / Safety-critical duties

This job includes hazards or safety-critical activities. If you are offered the post, you will be asked to complete a health questionnaire which will be assessed by our Occupational Health Service, and the offer of employment will be subject a successful outcome of this assessment.

The hazards or safety-critical duties involved are as follows:

- Lone Working
- Occasional manual handling

Additional security pre-employment checks

This job includes duties that will require additional security pre-employment checks:

Leading tours and sessions for a range of audiences, including vulnerable adults-

- A satisfactory enhanced Disclosure and Barring Service check due to regulated activity involving children.

The Ashmolean Museum

Who we are:

Open since 1683, we are the University of Oxford's Museum of art and archaeology. Situated in the heart of the city, we are an iconic cultural destination open to everyone every day.

With c.900,000 visitors a year (pre-Covid), we are the most visited university museum in the world.

What we do:

We preserve and share our collections and knowledge to promote research, learning and enjoyment.

Why we do what we do:

To illuminate our shared humanity.

We have three strategic pillars:

Collections: We care for, develop, and widen access to our collections.

Research and Teaching: We enable, lead and deliver world-class research and teaching.

Audiences: We provide engaging and inspiring experiences for increasingly diverse audiences.

In the next five years, we have five enabling priorities:

1. To support, develop and inspire our teams;
2. To promote equity and value diversity in all that we do;
3. To ensure we have the resources to deliver our work;
4. To work towards our commitment to achieve net zero carbon by 2035. Our environmental responsibility will inform our actions;
5. To ensure we have a building and infrastructure fit for purpose and our future.

For more information visit <https://www.ashmolean.org/>

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. Oxford's researchers engage with academic, commercial and cultural partners across the world to stimulate high-quality research and enable innovation through a broad range of social, policy and economic impacts.



The Ashmolean Museum

We believe our strengths lie both in empowering individuals and teams to address fundamental questions of global significance, while providing all our staff with a welcoming and inclusive workplace that enables everyone to develop and do their best work. Recognising that diversity is our strength, 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 entrepreneurial universities and we rank first in the UK for university spin-outs, and in recent years we have spun out 15-20 new companies every year. We are also recognised as leaders in support for social enterprise.

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.

Gardens, Libraries and Museums (GLAM)

The 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/>

How to apply

Applications are made through our e-recruitment system and you will find all the information you need about how to apply on our Jobs website <https://www.jobs.ox.ac.uk/how-to-apply>.

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

As part of your application you will be asked to provide details of two referees and indicate whether we can contact them now.

You will be asked to upload a **CV and a supporting evidence form**. The supporting evidence form must explain how you meet each of the selection criteria for the post using examples of your skills and experience. This may include experience gained in employment, education, or during career breaks (such as time out to care for dependants).

Please note that if you do not upload a completed supporting evidence form and a CV, we will be unable to consider your application for this role.

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

References

Please give the details of two people who have agreed to provide a reference for you. If you have previously been employed, your referees should be people who have managed you for a considerable period, and at least one of them should be your formal line manager in your most recent job. Otherwise they may be people who have supervised you in a recent college, school, or voluntary experience. It is helpful if you can tell us briefly how each referee knows you (e.g. 'line manager', 'college tutor'). Your referees should not be related to you.

Your referees will be asked to comment on your suitability for the post and to provide details of the dates of your employment; and of any disciplinary processes which are still considered 'live'. We will only take up references at offer stage.

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 department(s).

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).

If you need help

Application FAQs, including technical troubleshooting advice is available at: <https://staff.web.ox.ac.uk/recruitment-support-faqs>

Non-technical questions about this job should be addressed to the recruiting department directly on recruitment@ashmus.ox.ac.uk

To return to the online application at any stage, please go to: www.recruit.ox.ac.uk.

Please note that you will receive an automated email from our online recruitment portal to confirm receipt of your application. **Please check your spam/junk mail** if you do not receive this email.

Relocation

At the moment, the Ashmolean Museum is not offering relocation expenses to this post.

Important information for candidates

Data Privacy

Please note that any personal data submitted to the University as part of the job application process will be processed in accordance with the GDPR and related UK data protection legislation. For further information, please see the University's Privacy Notice for Job Applicants at: <https://compliance.admin.ox.ac.uk/job-applicant-privacy-policy>. The University's Policy on Data Protection is available at: <https://compliance.admin.ox.ac.uk/data-protection-policy>.

The University's policy on retirement

The University operates an Employer Justified Retirement Age (EJRA) for very senior research posts at grade RSIV/D35 and clinical equivalents E62 and E82, which with effect from 1 October 2023 will be 30 September before the 70th birthday. The justification for this is explained at: <https://hr.admin.ox.ac.uk/the-ejra>.

For **existing** employees on these grades, any employment beyond the retirement age is subject to approval through the procedures: <https://hr.admin.ox.ac.uk/the-ejra>.

There is no normal or fixed age at which staff in posts at other grades have to retire. Staff at these grades may elect to retire in accordance with the rules of the applicable pension scheme, as may be amended from time to time.

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.

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Benefits of working at the University

Employee benefits

University employees enjoy 38 days' paid holiday, generous pension schemes, travel discounts, and a variety of professional development opportunities. Our range of other employee benefits and discounts also includes free entry to the Botanic Gardens and University colleges, and discounts at University museums. See <https://hr.admin.ox.ac.uk/staff-benefits>

University Club and sports facilities

Membership of the University Club is free for all University staff. The University Club offers social, sporting, and hospitality facilities. Staff can also use the University Sports Centre on Iffley Road at discounted rates, including a fitness centre, powerlifting room, and swimming pool. See www.club.ox.ac.uk and <https://www.sport.ox.ac.uk/>.

Information for staff new to Oxford

If you are relocating to Oxfordshire from overseas or elsewhere in the UK, the University's Welcome Service website includes practical information about settling in the area, including advice on relocation, accommodation, and local schools. See <https://welcome.ox.ac.uk/>. There is also a visa loan scheme to cover the costs of UK visa applications for staff and their dependents. See <https://staffimmigration.admin.ox.ac.uk/visa-loan-scheme>

Family-friendly benefits

With one of the most generous family leave schemes in the Higher Education sector, and a range of flexible working options, Oxford aims to be a family-friendly employer. We also subscribe to the Work+Family Space, a service that provides practical advice and support for employees who have caring responsibilities. The service offers a free telephone advice line, and the ability to book emergency back-up care for children, adult dependents and elderly relatives. See <https://hr.admin.ox.ac.uk/my-family-care>

The University has excellent childcare services, including five University nurseries as well as University-supported places at many other private nurseries.

For full details, including how to apply and the costs, see <https://childcare.admin.ox.ac.uk/>

Disabled staff

We are committed to supporting members of staff with disabilities or long-term health conditions. For further details, including information about how to make contact, in confidence, with the University's Staff Disability Advisor, see <https://edu.admin.ox.ac.uk/disability-support>

Staff networks

The University has a number of staff networks including the Oxford Research Staff Society, BME staff network, LGBT+ staff network and a disabled staff network. You can find more information at <https://edu.admin.ox.ac.uk/networks>

The University of Oxford Newcomers' Club

The University of Oxford Newcomers' Club is an organisation run by volunteers that aims to assist the partners of new staff settle into Oxford, and provides them with an opportunity to meet people and make connections in the local area. See www.newcomers.ox.ac.uk.