

Job description and selection criteria

Job title	Visitor Experience Duty Manager
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 per annum (pro-rata)*
Hours	Variable Hours
Contract type	Permanent
Reporting to	Deputy Head of Visitor Experience and Volunteer Manager
Vacancy reference	170300
Additional information	<p>This role involves interacting with visitors, volunteers and the front of house team 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.</p> <p>This role involves lifting, carrying and moving objects (with or without adaptations) which on occasion may be heavy. All necessary health and safety training will be provided.</p> <p>This job includes varied working patterns which will include working alone or in part of a team.</p> <p>You are required to submit a CV and a supporting evidence form (or supporting statement) 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>Please contact the recruitment team if you require the job description in an alternative format.</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>
Closing date	12.00 midday GMT/BST Tuesday 16 th January 2024

Job description

Overview of the role

As a Visitor Experience Duty Manager you will supervise and lead the largest team in the Museum. Your role will be supported by department Supervisors and the Head and Deputy Head of Visitor Experience to ensure you can deliver the key aims of the Visitor Experience Team and overall Museum Strategy.

You will be responsible for ensuring that our team of Visitor Experience Assistants (VEAs) provide an exceptional service to all of our visitors. You will also support our security operation by ensuring that public areas are always efficiently staffed and that the team is well trained, motivated and managed.

You will want to learn and grow as part of the Visitor Experience Team and beyond. We are looking for someone willing to take opportunities for personal development and growth as well as proactively seek out opportunities relevant to their role.

Responsibilities

World Class Visitor Experience

- Ensure that all VEAs provide excellent visitor experience by displaying and encouraging behaviour that is welcoming, confident and professional. You will provide support for VEAs in resolving problems and deal personally with any visitor complaints that are referred by the VEAs when acting as Duty Manager.
- Support the smooth running of all front of house public spaces including the welcome space, gallery and exhibition spaces and any activities or events which are active while the Museum is open.
- Supervise and support visitor-facing volunteers, including Welcome Volunteers, Tour Guides, and Object Handling Volunteers; checking in with them during their sessions to ensure they arrive on time and have everything they need.

Communication

- Provide daily briefings for the VEA and Welcome Volunteer teams, providing information relevant to their roles, Museum operations, exhibitions, activities, group visits or any other information given by the management team including the Head of Visitor Experience or Director of Audiences & Content.
- Ensure that lateness, sickness and other absences are properly recorded and the team are well presented, in the correct uniform and to the agreed standard of appearance.
- Work well with others and ensure you maintain close contact with the Deputy Head of Visitor Experience, Security, Events, Facilities and Cleaning staff.

Safety & Standards

- After training, know how to assist visitors and co-ordinate staff members to evacuate the premises in the event of an emergency (in line with the emergency planning the Museum has completed). Should such an emergency arise, your role is pivotal in ensuring that the risk to the public, staff and volunteers is minimised.
- Maintain a constant supervisory presence within the public areas of the Museum, ensuring that the team is focused on delivering a world class visitor experience and that

all relevant operating procedures have been carried out. Oversee the opening and closing of the Museum to the public.

- Uphold the Museum's Health, Safety & Security requirements whilst ensuring that all of our visitors receive a world class experience.
- Provide a daily written report to document the occurrences throughout your Duty Management shift and share this with the relevant Managers and other Heads of Departments.

Other duties

- Working on some Bank Holidays
- 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. Your Manager may ask you to carry out duties which are of a similar nature or level of responsibility to those listed in your job description.

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

Selection criteria

Essential selection criteria

- You will have a passion for working in a visitor facing environment.
- You will have understanding of workplace health and safety and be able to demonstrate how you have ensured that relevant policies have been correctly followed.
- You will have strong interpersonal skills, leadership qualities, and experience in de-escalating situations and managing difficult customers with tact and diplomacy.
- You will be flexible and available to work a wide range of shifts including evenings, weekends, bank holidays and late nights, to support our wide array of museum events.
- You will have good attention to detail and able to demonstrate the relevance of this in a supervisory role.
- You will be able to communicate clearly and accurately with visitors and team members whose first language may not be English. You will be comfortable communicating to groups and leading briefings to deliver essential information under strict time constraints.
- You will have desire to learn and grow as part of the Visitor Experience Team and beyond. We are looking for someone willing to take opportunities for personal development and growth as well as proactively seek out opportunities relevant to their role.
- You will have strong working knowledge of Microsoft office (especially Excel). You will be willing to learn to use other technical platforms which assist the operation within the Museum.
- You will be flexible and understanding of the needs of the team and the museum and diplomatic in your delivery of information to the team.

Desirable selection criteria

- Experience in supervising teams in customer facing or visitor focused roles.
- Experience of working in an environment where there are strict security procedures.
- Experience in a sales-based environment.
- An additional language.

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

- Regular manual handling
- Lone working

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: <https://www.glam.ox.ac.uk/home>

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/supporting statement. The supporting statement 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/supporting statement 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.

Photographs: Copyright Ashmolean Museum, University of Oxford

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