

## Job description and selection criteria

<b>Job title</b>	Visitor Experience Assistant – 10 positions
<b>Division</b>	Gardens, Libraries and Museums (GLAM)
<b>Department</b>	Ashmolean Museum
<b>Location</b>	Ashmolean Museum, Beaumont Street, Oxford, OX1 2PH
<b>Grade and salary</b>	Grade 1.6: £23,706 (per annum, pro rata)
<b>Hours</b>	<p>10 part-time positions (varying FTE contracts from 15.75 hours per week up to 35 hours per week)</p> <ul style="list-style-type: none"> <li>- 35 hours per week / 0.96 FTE x1</li> <li>- 28 hours per week / 0.77 FTE x3</li> <li>- 24.5 hours per week / 0.67 FTE x1</li> <li>- 22.75 hours per week / 0.62 FTE x1</li> <li>- 21 hours per week / 0.58 FTE x2</li> <li>- 15.75 hours per week / 0.43 FTE x2</li> </ul> <p>Varying shift patterns available. This will include at least one weekend day. Some patterns include both weekend days.</p>
<b>Contract type</b>	Fixed-term (for 18 months)
<b>Reporting to</b>	Visitor Experience Supervisors
<b>Vacancy reference</b>	172175
<b>Additional information</b>	<p><b><u>You are required to submit a CV and a supporting evidence form with your application.</u></b> 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><b><u>Recruitment drop-in event</u></b></p> <p>Join us on Friday 12 April in the Learning Studio at the Ashmolean Museum between 13:30 – 16:00 to find out more about the Visitor Experience Assistant role</p> <ul style="list-style-type: none"> <li>• Get the chance to learn more about the Ashmolean</li> </ul>

	<ul style="list-style-type: none"> <li>• Meet Ashmolean staff and ask us questions</li> <li>• Get advice on your job application and the supporting evidence form we use</li> </ul>
<b>Closing date</b>	<p>12.00 midday (GMT) on <b>Friday 19 April 2024</b></p> <p>Interviews will take place on Wednesday 1 and Thursday 2 May as a group assessment day. Shortlisted candidates must be available to attend on either of the given days.</p>

## Job description

### Overview of the role

As a Visitor Experience Assistant, you thrive on delivering an excellent visitor experience by delivering a warm and inclusive welcome and interacting with visitors from a variety of backgrounds. You ensure that collections and visitors are safe and you deliver key messages and contribute to the financial and environmental sustainability of the museum. You support the operational requirements of the gardens, libraries and museums to ensure our collections are accessible for all.

This is a varied, busy and diverse role, key duties include:

- You will be part of a dynamic team on a daily rota where your focus will be to welcome and inspire visitors from all age groups and backgrounds. You will engage them in the collections and activities, inspiring them to make sure that everyone makes the most of their visit, want to revisit and support the museum in different ways.
- Using product knowledge to inspire our customers and maximise sale opportunities and encourage visitor giving (donations) and Gift Aid.
- Contribute to the financial sustainability of the Museum by encouraging donations and membership to the museum as well as raising awareness of the public programme and opportunities for secondary spend.
- Provide vital work to support security including working with security teams. In the event of an emergency assisting visitors and staff members to evacuate the premises safely in line with the emergency plan.

### Responsibilities

#### World Class Experience

- Deliver a world class experience for visitors by acting as the museum's ambassador, remaining friendly, approachable, inclusive and welcoming at all times. To help you achieve this, you will receive comprehensive and structured training, alongside regular reviews and one-to-one meetings with your manager and be encouraged to take up opportunities to learn from and share insights with other colleagues.
- Encourage our visitors to donate, take up membership and support the museum in different ways, using training and support offered by our team. You will be crucial in supporting the museum's income generation strands.
- Keep areas clean and tidy to keep the museum looking its best as well as enhancing H&S by preventing any slip or trip hazards. This will be a part of your working routine, and you may receive additional instructions regarding specific areas by a manager.

- Be environmentally conscious in your choices and be proactive and engage with new initiatives.
- Be a proactive problem solver, assisting visitors with individual needs, wayfinding and supporting fellow VEAs, Volunteers, Security and management to ensure a smooth operation.

### Communication

- Respond to visitors' questions and needs in a diplomatic, sensitive and informed way while ensuring that they receive an exceptional level of customer service and confidential matters are respected. Where appropriate, follow the escalation process and ensure a manager is contacted for support.
- Actively encourage any/all visitor feedback and escalate their feedback to a manager, where appropriate, to ensure that our visitors feel supported and valued.
- Attend team training days, meetings, daily briefings, and one-to-one meetings with your manager, as communication is vital to ensuring that the team and museums visitor experience is run smoothly.

### Safety & Standards

- Ensure personal presentation standards are high in line with training, agreed standards and guidance; this includes wearing uniform and a radio as required.
- You will be trained on how to assist visitors and staff members to evacuate the premises in the event of an emergency (in line with emergency planning). Should such an emergency arise, you will be vital in ensuring that visitors, staff and volunteers evacuate in a safe and timely manner.

### **Other duties**

- Working a minimum of one weekend day each week (some patterns include both weekend days).
- Working on some Bank Holidays.
- Participate in a regular Annual Review.
- Undertake any necessary training identified.
- Occasional cash handling and cash counting duties.
- 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.

## **Selection criteria**

### **Essential selection criteria**

- Experience and passion for delivering excellent customer service, enjoy helping and interacting with people of all ages and backgrounds, striving for a positive experience for all visitors.
- A confident team player who thrives in a busy and fast paced environment who can demonstrate strong interpersonal skills, with a proactive approach to problem solving.
- Attention to detail to ensure that standards are adhered to (these could include operational, personal and departmental standards).
- A passion for museums and cultural venues.
- Ability to demonstrate awareness of the importance of health, safety and security of items and people in the museum at all times.

### **Desirable selection criteria**

- Experience in a customer facing or retail role in a heritage environment.
- Experience of increasing sales (e.g. on-site donations/promoting gift aid).
- Experience of working with diverse people, including children and families.
- A working knowledge of another 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

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 - working alone in galleries and outside for periods of time.
- Regular manual handling - distribution of leaflets, moving of chairs around the galleries and tensor barriers as required.

## 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](http://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. 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).

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

## Supporting Evidence Form

**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.**

The inclusion of the supporting evidence form and CV is **a mandatory step** in the online application process.

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

All applications must be received by **12:00 midday (GMT/BST)** 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.

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## 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).

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## 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](mailto:recruitment@ashmus.ox.ac.uk)

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 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](http://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](http://www.newcomers.ox.ac.uk)