



Job Description



PITT RIVERS MUSEUM

Job title	Visitor Experience Manager
Division	Gardens, Libraries and Museums
Department	Pitt Rivers Museum
Location	Pitt Rivers Museum
Grade and salary	Grade 6
Hours	Full time 37.5 hours per week
Contract type	Permanent
Reporting to	Head of Administration, Planning and Finance
Vacancy reference	175066
Additional information	The post will require weekend (one day minimum) and occasional evening work.

The Pitt Rivers Museum

The Pitt Rivers Museum (PRM) is one of the most dynamic and exciting museums in the UK. As a university museum, it is highly valued both in the education sector and in the cultural and creative industry sector. This was recognised in 2019 when the museum was a finalist for the Art Fund Museum of the Year. Founded in 1884, it houses over 600,000 objects, photographs and manuscripts from almost every country worldwide and from all periods of human existence.

Today, the Museum is more alive than ever; its curation as a 'democracy of things' attracts increasingly diverse audiences and its innovative outreach programmes challenge the messages intrinsic to the Museum's nineteenth-century origins, encouraging new, transformative interpretations. We have bold aims: to be a pioneering institution challenging and crossing boundaries; to influence the lives of a diverse local, national and international audience; and to be a place of welcome, where difficult conversations can take place alongside enjoyment in discovery.



The role

This is an exciting opportunity to support the museum develop Visitor Experience Services and to ensure all our visitors are able to make the most of their visit, we are seeking an exceptional Visitor Experience Manager to build on an already excellent service to take the Museum forward in implementing new approaches in visitor experience and deliver and exceed service and income targets (donation and retail) to join our team.

As the Visitor Experience Manager you will play a key role in ensuring that every visitor has a fulfilling experience. Inspiring your team you will ensure that visitors get the information and guidance they need and that they and the Museum are safe and secure. You will support your team in achieving high levels of customer service satisfaction, deliver retail services, encourage donations and ensure safety and security compliance. This will involve operational decisions, sometimes rapid responses as incident controller, managing team performance and development, and contributing to projects to improve departmental performance. You will also utilise experience of supporting various technical improvements to services including ticketing and booking services, online donations and visitor counting systems.

Supporting and inspiring all front facing staff including the visitor experience team who will also provide holiday and sick cover for reception services you will drive team performance and ensure procedures, income and customer excellence targets and initiatives that are being developed in the Pitt Rivers Museum and across Gardens, Libraries and Museums Divisions are implemented and that the Museum is a champion of good practice.

This is a hands-on role and the post holder will be based mainly working in the galleries demonstrating good practice with their team.

Responsibilities

- Manage and continuously improve the visitor experience to ensure delivery of an exemplary service and a knowledgeable and warm welcome for all visitors including school visits and groups.
- Manage by example ensuring that our high standards are met by every member of the visitor experience staff ensuring staff are proactive, approachable and visitor focussed in being ready to offer support, directions, supporting donation giving and assistance to visitors.
- Oversee all visitor services and the retail function including line management of team of visitor service staff and retail staff.
- Lead visitor experience initiatives that contribute to a successful visitor experience including development of visitor tours, audio guides trails, new visitor membership programme, wayfinding and information, a culture of service, activities and events and wider Museum engagement.
- Oversee any ticket and booking systems (training will be given where required) ensuring that all is working smoothly
- Ensure that all visitor data and management information, including visitor numbers, donations, retail sales is produced, collated and disseminated appropriately to allow

effective management decision making, providing daily, weekly month reports to the Head of Admin, Planning and Finance as required. Training will be given but good knowledge of data management required.

- Oversee with the support of Deputy Visitor Manager and Retail Supervisor all staff rotas both in the galleries and in the shop, holiday requests, sickness absences and staff development.
- Actively monitor and measure performance against service standards, e.g. visitor feedback, mystery shop reports, to ensure a high level of service for all visitors and ensure that learning is input into future plans and developments.
- Manage the recruitment and training of front facing staff and volunteers developing and implementing a comprehensive induction and training plan.
- Communication –support visitor experience presence on web and social media, develop visitor newsletter
- Develop, coach and train volunteers to deliver a high-quality experience to visitors.
- Work with colleagues across the museum to support Museum wide activities including the public programme, exhibitions and events, ensuring visitor experience staff are well briefed and involved where relevant.
- Manage visitor safety in line the museum guidelines ensuring that all the correct processes and procedures are in place. This would involve managing emergencies, incidents and other operational situations to achieve effective resolution in line with the role and with others in the museum e.g Departmental Safety Officer (Head of Facility Management). Full training will be given.

Pre-employment screening

All offers of employment are made subject to standard pre-employment screening, as applicable to the post.

If you are offered the post, you will be asked to provide proof of your right-to-work, your identity, and 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 so that we can discuss appropriate adjustments with you), and a declaration of any unspent criminal convictions.

We advise all applicants to read the candidate notes on the University's pre-employment screening procedures, found at: [Pre-employment Checks | Oxford University Jobs](#)

Selection criteria

Essential selection criteria

- Visitor operation management experience at a major cultural venue, museum or visitor attraction
- Excellent motivational manager with experience of managing teams who can drive team performance
- Experience of drawing on audience/ visitor research to inform visitor experience services
- Experience developing services to enhance visitor programme or experience
- Understanding of managing a retail function ideally in a cultural or heritage setting
- Visitor aware and service focused
- Quick and effective decision making about the daily operations and emergency situations
- Excellent communication skills for different audiences
- Target driven and self motivated
- Knowledge of health, safety and security in managing visitor services

Desirable

- Cross team working

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.

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. Income from external research contracts in 2016/17 exceeded £564m and we rank first in the UK for university spin-outs, with more than 130 companies created to date. 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.

The Pitt Rivers Museum

The Pitt Rivers Museum is the University of Oxford's Museum of anthropology and world archaeology. It is noted for its artefact-rich displays and its period atmosphere. Its collections number some 350,000 artefacts and 250,000 photographs. The Museum has some fifty staff and over 400,000 visitors a year. The Pitt Rivers Museum is accessed through the University Museum of Natural History and opens daily Monday – Sunday and Bank Holiday Mondays 10 – 5.00pm, (From September 2021 TBC pre covid opening hours will resume Mondays 12 – 5.00pm.

For more information, please visit – <https://www.prm.ox.ac.uk/>

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/>

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/.

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 a 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).

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

Please upload all documents **as PDF files** with your name and the document type in the filename.

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 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).

Should you experience any difficulties using the online application system, please email recruitment.support@admin.ox.ac.uk. To return to the online application at any stage, please go to: [Home | Oxford University Jobs](#)

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

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: www.admin.ox.ac.uk/councilsec/compliance/gdpr/privacynotices/job/. The University's Policy on Data Protection is available at: www.admin.ox.ac.uk/councilsec/compliance/gdpr/universitypolicyondataprotection/.

The University's policy on retirement

The University operates an Employer Justified Retirement Age (EJRA) for all academic posts and some academic-related posts. The University has adopted an EJRA of 30 September before the 69th birthday for all academic and academic-related staff in posts at **grade 8 and above**. The justification for this is explained at: www.admin.ox.ac.uk/personnel/end/retirement/acrelretire8+/.

For **existing** employees, any employment beyond the retirement age is subject to approval through the procedures: www.admin.ox.ac.uk/personnel/end/retirement/acrelretire8+/.

There is no normal or fixed age at which staff in posts at **grades 1–7** 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.

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 www.admin.ox.ac.uk/personnel/staffinfo/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 www.sport.ox.ac.uk/oxford-university-sports-facilities.

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 www.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 www.admin.ox.ac.uk/personnel/permits/reimburse&loanscheme/.

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 My Family Care, 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 www.admin.ox.ac.uk/personnel/staffinfo/benefits/family/mfc/.

Childcare

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 www.admin.ox.ac.uk/childcare/.

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 www.admin.ox.ac.uk/eop/disab/staff.

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 www.admin.ox.ac.uk/eop/inpractice/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.