



Job description and selection criteria

Job title	Front of House Visitor Host
Division	Gardens, Libraries and Museums (GLAM)
Department	Bodleian Libraries
Location	Old Bodleian Library, Broad Street, Oxford, OX1 3BG
Grade and salary	Grade 2: £24,181 - £25,200 (per annum, pro rata)
Hours	Part time: 16.75 hours per week (0.4589 FTE) averaged across 2 weeks. <ul style="list-style-type: none">• Week 1 - Wednesday, Friday, Saturday and Sunday• Week 2 - Friday and Sunday
Contract type	Permanent
Reporting to	Tours and Visitor Experience Manager
Vacancy reference	175333
Additional information	<p><u>You are required to submit a CV and a supporting evidence form with your application</u>, outlining how you meet each of the selection criteria for the role (see the 'How to Apply' section for further details). CVs or supporting evidence forms submitted on their own will not be considered.</p> <p>Please contact the recruitment team if you require the job description in an alternative format.</p>
Closing date	12.00 midday BST Friday 4 th October 2024



Job description

Overview of the role

To extend a high standard of welcome and service to all visitors. To provide knowledgeable and entertaining tours to groups with a wide range of interests and levels of engagement. To maximise visitor enjoyment of the Bodleian Libraries and to facilitate access. To support the commercial income of the library and to ensure the site and its assets are safe and secure. To achieve this through effective teamwork with staff, volunteers and stakeholders, through high standards of presentation, and by keeping abreast of changes in procedure and of events in the library.

Responsibilities

- Provide consistently high standards of visitor care at all times when welcoming visitors of all ages and nationalities. Maintain a positive, empathetic and customer-focussed attitude, including a warm welcome, open and friendly manner and professional appearance.
- Answer visitors' questions face to face, providing accurate information about the Bodleian and its activities. Respond competently, clearly and concisely to a variety of inquiries including public, academic and commercial interests. Encourage feedback, allay disappointments, respond calmly to complaints and refer queries on to specialist departments when appropriate.
- Give guided tours around the Old Bodleian Library and short talks in the Divinity School to groups of visitors numbering between 2-30 people for up to 2.5hrs per day. Adapt tour focus and delivery depending on the audience, and be flexible to change the route when necessary.
- Be proactive in the promotion and selling of tours, admission tickets, gift aid, guide books and other relevant products or services.
- Work within the team rota at various points around the site, including ticket office, entrance doors, information and other service points.
- Show visitors how to use headsets, audio guides and other interactive equipment.
- Help to maintain clear and tidy visitor areas, with relevant signage and other equipment in place (including moving items such as poles, ropes, boxes of leaflets, and occasionally benches).
- Help to maintain clean and functioning visitor equipment (e.g. headsets, audio guides, tills), reporting any issues to the supervisor when necessary.
- Keep up to date with the history of the site and its exhibitions and events to ensure consistently excellent product knowledge, and attend relevant training when provided.
- Ensure visitors have the best possible visit whilst managing the open areas of the historic site to retain an ambience suitable for a working library, including assisting with noise control and congestion at busy times.
- Ensure visitors follow the safety guidance provided and assist with the safe evacuation of visitors in the event of an emergency. Assist with security sweeps of the public rooms before closing and at other times if required.
- Readiness to cover gaps in the team rota when colleagues are away.
- Participate in team meetings and work collaboratively to find solutions when issues arise.

Other duties

- Working on some Bank Holidays.
- Participate in a regular Annual 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 Bodleian Libraries reserve the right to make reasonable amendments to the job description in consultation with the post-holder at any time.

Tours and Visitor Experience Department

The Tours and Visitor Experience department is responsible for the commercial visitor experience of the Bodleian Libraries. This includes the sales and delivery of guided tours of the library, walking tours of the city and general admission in the Divinity School, and sits within Bodleian Enterprises, the income generating arm of the Bodleian Libraries.

For more information please visit: [Plan your visit | Visit the Bodleian Libraries \(ox.ac.uk\)](https://www.bodleian.ox.ac.uk/visiting)

Selection criteria

Essential selection criteria

- Previous experience of working 'on the floor' in a busy customer facing role
- Clear verbal communication skills with an ability to relate to visitors of all ages and nationalities
- Proven ability in delivering engaging guided tours to groups of visitors, and an interest in history and heritage
- Experience of handling cash and using tills on a daily basis
- Experience of working under pressure and able to deal with any situation which may arise including dealing with crowds and queues, emergencies or people who are upset or difficult
- A supportive team player and positive attitude to flexible working
- Physical ability to stand at service points, walk groups around site including stairs, and lift and move lightweight equipment (e.g. signs, boxes of headsets)
- Ability to speak additional languages

Desirable selection criteria

- Knowledge of Oxford and the University
- Experience of Gateway Galaxy ticketing system
- Experience of using head microphones when speaking to visitors

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:

- Regular manual handling

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.



Radcliffe Camera in Radcliffe Square

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>

The Bodleian Libraries

The Bodleian Libraries at the University of Oxford is the largest university library system in the United Kingdom. It includes the principal University library – the Bodleian Library – which has been a legal deposit library for 400 years; as well as 27 libraries across Oxford including major research libraries and faculty, department and institute libraries.

Together, the Libraries hold more than 13 million printed items, over 80,000 e-journals and outstanding special collections including rare books and manuscripts, classical papyri, maps, music, art and printed ephemera. Members of the public can explore the collections via the Bodleian's online image portal at digital.bodleian.ox.ac.uk or by visiting the exhibition galleries in the Bodleian's Weston Library.

For more information please visit: <http://www.bodleian.ox.ac.uk/>

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.

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@glam.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.

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 Bodleian Libraries, 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 dependants. 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