



CHRIST CHURCH UNIVERSITY OF OXFORD

Job Description

TITLE: Part-Time Senior Custodian (Office and Events)

GENERAL: Christ Church expects its staff to provide a *high* level of service in their role when undertaking their duties as designated by the Visitor Manager and/or Visitor Operations Coordinator/Groups Co-ordinator.

Should it be necessary, for the smooth operation of Christ Church, you will from time to time be expected to work in different areas of the premises. Flexibility is a pre-requisite of the post.

ACCOUNTABILITY: to the Visitor Manager, under the daily direction of the Visitor Operations Coordinator/Groups Co-ordinator. The Steward is your College Officer.

HOURS: As per your Statement of Main terms (SMT). You will be required to work additional hours when authorised and as necessitated by the needs of Christ Church. Additional hours will include occasional weekend work as required throughout the year. Holiday may not be taken during July or the first half of August.

DUTIES:

General

- Provide a warm and friendly welcome to all visitors to Christ Church and demonstrate excellent communication skills.
- Demonstrate the ability to work under pressure and to be firm yet polite when necessary.
- Assist in maintaining a friendly and harmonious working environment for all colleagues both within the Visitor Services team and across departments i.e. Cathedral, Admissions.
- Work as part of a team to deliver team objectives and maintain a positive attitude to work and colleagues. Demonstrate a co-operative, willing approach.
- Show willingness to constantly improve your work-related knowledge, skills and personal development, taking responsibility for your own training and development with support of the Visitor Manager.
- Provide cover for the Visitor Operations Coordinator/Groups Co-ordinator and Senior Custodians arising from, but not limited to, sickness and holiday absence to ensure that minimum supervisory staffing levels are maintained in the Visitor Centre. This may involve changing shifts on occasion.
- Ensure that all communications are disseminated to the team in a timely and helpful manner.
- Maintain excellent standards of site and personal presentation at all times and work with colleagues to ensure that the required standards of presentation are consistently achieved.
- Promote high standards of service, conduct and professionalism in the team.
- Undertake any other duties commensurate with the role.

Administration and Events

- Support the Visitor Manager and Visitor Services Supervisory team in the day to day administration of the department.
- Develop and maintain effective administrative procedures.

- Provide a warm welcome to all. Answer telephone and email enquiries in an efficient and professional manner.
- Manage the tourism inbox. Overseeing incoming and outgoing emails, responding to enquiries, transferring relevant information to daily sheets, advising of important updates and urgent messages, forward requests as appropriate.
- Prepare clear, concise and accurate daily sheets.
- Undertake general administrative duties such as photocopying, completion of forms, laminating, distribution of communications.
- Update the Visiting section of the website and assist with creating new content.
- Assist with operating the online ticketing system and answer related queries from visitors.
- Assist with the marketing, promotion and organisation of visitor events.
- Update the department's digital signage.
- Produce reports, presentations, posters, leaflets, temporary signs.
- Process Oxford Resident Card applications.
- Assist in ensuring that events run smoothly by being a visible presence and offering support to Custodians when queries or issues arise.

Group bookings

- Assist with the timetabling of group visits and ensure that all relevant information is sent to group leaders in advance of their visit.
- Provide a friendly and helpful service to our group booking customers.
- Assist with welcoming groups to Christ Church and issuing multimedia guides.
- Replenish all departmental forms and complete documentation in a timely manner.
- Contact customers in the event of cancellations or changes to opening times.
- Ensure that email enquiries and telephone calls are answered in a timely manner.

Health, Safety and Security

- Manage and – as a member of the Visitor Services team - carry out day-to-day housekeeping and cleaning duties as required as per the standards manual.
- Ensure that all equipment is in good working order.
- Under the direction of the Visitor Manager, be responsible for health, safety and security relating to all visitors and the Visitor Services team.

Other Notes:

- a) You have a duty to comply with Health & Safety Regulations, including COSHH and correct use of PPE (Personal Protective Equipment) at all times. If you are unsure about anything please ask the Visitor Manager or Visitor Operations Coordinator/Groups Co-ordinator.
- b) It is important that you are always economical in the use of products and energy (do not over-stock on cleaning materials; turn off all lights, turn down heating and close windows when leaving rooms if a room is empty).
- c) You will be provided with the College's Safeguarding policies and procedures which you are expected to abide by at all times, failure to comply with college policies may lead to disciplinary action.
- d) To play your part in providing an inclusive working environment, promoting a positive attitude and pride in your work!
- e) Breaks will be as per the roster.

This list represents the principal duties only of the Senior Custodian and flexibility and a willingness to help wherever required are prerequisites of the role. The Senior Custodian can call upon the Visitor Manager or Visitor Operations Coordinator/Groups Co-ordinator to assist in resolving problems if in any doubt as to the course of action to take.

Please refer to the Staff Handbook and/or your Statement of Main Terms for matters relating to benefits.