



## CHRIST CHURCH UNIVERSITY OF OXFORD

### Job Description

**Title:** Casual Shop & Visitor Centre Assistant

**General:** Christ Church expects its staff to provide a *high* level of service in their role when undertaking their duties as designated by the Shop Manager, Visitor Manager and duty supervisors.

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:** Shop Manager and Visitor Manager. The Steward is your College Officer.

**Hours:** Your hours will be varied, according to the needs of the department, and will include weekend work as required and particularly during busy periods as per the instructions/roster set out by the Shop Manager and Visitor Manager. Holidays may not be taken in July, the first half of August, or the two weeks after Christmas day.

#### **Responsibilities:**

- Provide a warm and friendly welcome and deliver a high level of service to ensure all our customers have an exceptional experience.
- Demonstrate the ability to work under pressure and to be firm yet polite when necessary.
- Work effectively as part of the Visitor Services team, demonstrating flexibility and positivity, and working towards shared goals.
- Follow policies and procedures and ensure the safety of members, visitors and customers at all times.
- Promote our events, tours, products and offers to support Christ Church, complement our visitors' interests and enhance their experience.
- Maintain excellent standards of presentation, taking pride in keeping areas of work clean, tidy and organised.
- Assist with the day-to-day operation of the shop, such as unpacking and checking deliveries, operating the till, cashing up, pricing merchandise, recycling packaging, ascertaining stock requirements, providing a vigilant presence on the shop floor and managing the number of customers in the shop to avoid overcrowding in the building.
- Sell and redeem tickets in the Visitor Centre and issue multimedia guides to visitors including groups. Collect and clean returned multimedia guides and bring them back to the Visitor Centre throughout the day.
- Demonstrate an excellent knowledge of Christ Church and the products and services on offer to visitors.
- Assist with ad hoc duties across the site to ensure the smooth running of the overall Visitor Services operation.

**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 Shop Manager or Visitor Manager.
- 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) To play your part in providing a good working environment promoting a positive attitude and pride in your work!
- d) You will be provided with the College's safeguarding policies and procedures of which you are expected to abide at all times, failure to comply with these policies will lead to disciplinary action.
- e) Breaks will be as per the roster.

This list represents the principal duties only of a Casual Visitor Centre Assistant and flexibility and a willingness to help wherever required are prerequisites of the role. The Casual Visitor Centre Assistant can call upon the Shop Manager and Visitor Manager or their deputies to assist in resolving problems if in any doubt as to the course of action to take.

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

October 2023