



CHRIST CHURCH CATHEDRAL

FURTHER PARTICULARS

Job title	Volunteer and Visitor Assistant
Location	Christ Church
Department	Cathedral
Salary	University Scale Grade 4: £28,437 - £32,108 per annum (with a discretionary range to £35,681 per annum)
Hours	37.5 hours per week
Contract type	Permanent
Responsible to	Volunteer and Visitor Coordinator
Application deadline	Noon on Monday 8 December 2025
Vacancy reference	MT25_VVA
Additional information	This post is subject to a six-month probationary period

Christ Church

Christ Church is one of the largest of the Oxford colleges and has evolved over five centuries. Its junior members, both undergraduate (over 400) and graduate students (over 200), cover almost all the major academic disciplines in the Sciences, Humanities and Social Sciences, as do its senior academic staff (around 60). It aims at academic excellence and individual fulfilment in a friendly, tolerant, and mutually supportive environment. The head of Christ Church is the Dean, while the College's academic functions are overseen by the Senior Censor. More general information about Christ Church may be obtained at www.chch.ox.ac.uk.

Christ Church now invites applications from suitably experienced candidates to join the Cathedral team.

Role of Volunteer and Visitor Assistant

The Volunteer & Visitor Assistant is responsible for assisting the Volunteer & Visitor Coordinator (VVC) in the management of the volunteers across the Cathedral and the management of visitors to the Cathedral. The Volunteer and Visitor Assistant is accountable to the Dean and Canons and reports to the Volunteer and Visitor Coordinator, who is their line manager. Key internal contacts will be the Cathedral Welcome Assistants (CWAs), the Cathedral Operations Manager, Vergers, Custodians, Lodge staff, and College Visitor Manager.

The volunteering and visitor activity at the Cathedral operates seven days a week, 365 days per year, so although we anticipate agreeing with the successful candidate a 'usual' working pattern of days in the week, there may be the requirement to work at the Cathedral on some evenings or Saturdays and Sundays.

Main Duties and Responsibilities

Volunteer administration

- Respond to email, phone and in-person enquiries from volunteers.
- Use the Volunteer Management System (Better Impact) to manage new applications to the database; update volunteer profiles; send birthday emails.
- Offer telephone and in-person technical support to volunteers in using Better Impact.
- Maintain and update schedules for Cathedral Guides, Tour Guides, Day Chaplains, Stewards, Servers, Readers: and the Refreshment Team.
- Deal with volunteer parking requests and queries.
- Monitor Safeguarding expiry dates, send reminders, maintain records.
- Process volunteer expenses for VVC approval.
- Process volunteer ID card applications.
- Assist with the administration of the 'Safer Recruitment' process for volunteers - arranging interviews; requesting and filing references and safeguarding qualifications; scheduling and sometimes leading inductions.

Volunteer events

- Assist with the planning and delivery of the following events:
 - Volunteer Council meetings
 - Annual Epiphany Party
 - Annual Garden Party
 - Monthly Coffee Mornings, which involves producing a programme of events, inviting and booking speakers, securing venues, catering, and hosting the event
 - One-off volunteer group meetings/training/socials

Volunteer support

- Deputise for the Volunteer and Visitor Coordinator whenever necessary both in the office and on the Cathedral floor
- Help maintain volunteer morale and provide support for group relationships within the Cathedral community
- Assist the Volunteer & Visitor Coordinator with the training and further development of volunteers

Visitor administration and support

- Deputise for the Volunteer and Visitor Coordinator whenever necessary both in the office and on the Cathedral floor
- Respond to email and phone enquiries from visitors
- Issue Parishioner Passes
- Liaise with and cover for the Cathedral Welcome Assistants when necessary
- Visitor management on the Cathedral floor, including setting up and clearing away or amending the visitor route; assisting with the opening and closing of the Cathedral; crowd management; emergencies
- Check stock and sell a small number of items from Welcome Desk
- Monitor Guide availability for guided tours
- After appropriate training, lead guided tours when cover needed (optional)
- Meet and greet private groups when required
- Attend weekly catch-up meeting with the VVC, and deputising for the VVC at the weekly Operations meeting when required

Team support

- Deputise for the Volunteer and Visitor Coordinator in the management of the Cathedral Welcome Assistant team
- Assist with managing the rota for the CWA team
- Maintain a keen eye on the presentation of the Cathedral during visitor hours and events, minimising clutter and proactively maintaining a tidy front of house free from unnecessary items, furniture, rubbish or technical equipment

Visitor events

- Assist with the planning and delivery of the following events:
 - Open Doors – Ride & Stride
 - Christmas tree festival
 - New tours, events, and open days as applicable

Cathedral events - general

- Assist with front-of-house support on the day of events and large-scale services, including welcome, information, queues, tickets, seating, and health and safety
- Assist with the provision of refreshments as and when required

The duties listed above may be varied from time to time, in response to the evolving need of the Volunteer and Visitor Department, without changing the essential character of the post.

Person Specification:

Essential

- Educated to A Level standard, or equivalent (including GCSE Maths and English, or equivalent)
- Excellent interpersonal skills and able to deal positively with a diverse range of people
- Excellent communication skills
- Able to demonstrate excellence in customer service
- An empathy with volunteers and an understanding of their needs
- The capacity to inspire and motivate others
- Demonstrable commitment to equality and diversity
- The ability to deal with information in a confidential manner and respond with sensitivity
- Able to cope with limited resources, seize opportunities and think creatively
- Excellent organisational skills and the ability to manage a variety of tasks
- Excellent attention to detail and oral and written skills
- Excellent IT skills and knowledge of all Microsoft Office packages
- Well presented, polite and friendly
- Understanding of the Christian ethos, vision, and ministry of the Cathedral

Desirable

- An undergraduate degree
- Experience of working in a visitor attraction / historic building / place of worship
- Experience of working with volunteers in a coordination role
- Experience of working in or volunteering for a charity
- Experience of working in complex organisations and/or small organisations with the ability to be adaptable and to take on any challenge at short notice
- An understanding of and sympathy for college and university life and its structures

Terms and Conditions

Hours - This position is offered on a full-time basis. The standard working week is 37.5 hours. Normal working hours will be 9.00am – 5.00pm on Monday to Friday. The post-holder will need to have a flexible approach to working hours, as working during weekends and evenings may be required.

Salary - The salary range for the post is University Grade 4: £29,761 - £32,108 per annum (with a discretionary range to £35,681 per annum). Salaries for new employees will usually start at the bottom of the range.

Pension – The successful applicant is eligible to join the OSPS pension scheme and will be entered into this scheme automatically on joining, but on-going membership of the scheme is optional.

Annual leave – 25 days annual leave plus statutory Bank Holidays, rising to 30 days after two years' service. The holiday year runs from 1 January to 31 December.

Meals - Employees are entitled to take lunch free of charge in College, each day they work over 6 hours, when the kitchen is open.

Employee Assistance Programme – free confidential telephone support service is available to all staff.

Sports Facilities – Access to the University Sports club. University Card - for discounts in shops, cafes and restaurants and University leisure facilities. 6

Pre-employment screening Standard checks: If you are offered the post, the offer will be subject to standard preemployment checks. You will be asked to provide proof of your right to work in the UK; and we will contact the referees you have nominated. For some posts, such as those involving 'regulated activities' with children and other vulnerable groups in the course of normal duties, a Disclosure and Barring Service (DBS) check will also be required.

The successful applicant will be required to complete the relevant Church of England safeguarding training.

How to Apply

To apply for this position please complete provide the documentation listed below, no later than the deadline of **noon on Monday 8 December 2025**. Applications received after this time will not be considered.

Application documents should include:

- A letter of application addressed to the Volunteer and Visitor Coordinator stating your interest in the role, and explaining how you meet the criteria in the Person Specification, set out above, using examples of your skills and experience; and
- A CV, including the names and contact details of two referees. References will be taken up only for the successful candidate
- The Equal Opportunities Monitoring form

Applications should be emailed to recruitment@chch.ox.ac.uk

Applications will be judged only against the criteria which are set out in the job description, and applicants should ensure that their applications explain how they meet each of the

selection criteria for the post using examples of their skills and experience. This may include experience gained in employment, education, or during career breaks (such as time out to care for dependants).

Christ Church is committed to fairness, consistency and transparency in selection decisions. Members of the selection panel will be aware of the principles of equality of opportunity, fair selection and the risks of bias. Applications are particularly welcome from black and minority ethnic candidates, who are under-represented in College staff.

Interviews for the position are expected to take place week commencing 15 December 2025.

If you need help

If you have any questions regarding the application process, please contact recruitment@chch.ox.ac.uk. All enquiries will be treated in strict confidence and will not form part of the selection decision. For an informal discussion about the role please contact, Miranda Hockliffe at miranda.hockliffe@chch.ox.ac.uk.

Important Information for Candidates

Data Privacy

Please note that any personal data submitted to Christ Church as part of the job application process will be used only for the purposes of determining suitability for the post and processed in accordance with the General Data Protection Regulations (GDPR) and related UK data protection legislation. For further information, please see the Christ Church Privacy Notice available at: <https://www.chch.ox.ac.uk/privacy-policy>.

Due to the large volume of recruitment that Christ Church administers we are unable to provide feedback to non-shortlisted applicants.

Christ Church's policy on retirement

There is no normal or fixed age at which staff in non-academic posts 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

Christ Church is committed to equality of opportunity. It is our policy and practice that entry into employment and progression within employment will be determined only by criteria which are related to the duties of a particular post and the relevant salary scale. No applicant or member of staff will be treated less favourably than another because of their age, disability, ethnicity, marital or civil partnership status, parental status, religion or belief, gender, or sexual orientation.