



CHRIST CHURCH
UNIVERSITY OF OXFORD

FURTHER PARTICULARS

Job title	Casual Custodian (Visitor Services Assistant)
Location	Christ Church
Department	Visitor Services
Salary	£14.06 per hour
Hours	Variable including weekend working
Contract type	Seasonal Casual
Responsible to	Visitor Manager
Application deadline	Please note: Early application is advised as we will be considering applications and scheduling interviews as soon as they are received. This post will remain open until the vacancies are filled.
Vacancy reference	CS001
Additional information	Flexibility is a key requirement for this role. Hours of work will be offered to you on an 'ad hoc' basis when there is a requirement for work to be done according to a weekly rota.

Christ Church

Christ Church, established by Henry VIII in 1546, is a single foundation comprising a college of the University of Oxford and the Cathedral of the Diocese. During term time it is home to some 700 undergraduate and postgraduate students and over 100 senior members. Christ Church is unique among the colleges of Oxford and Cambridge in possessing a world-renowned collection of Old Master paintings, drawings and prints that is open to the public in a purpose-built Picture Gallery. Christ Church runs a dynamic year-round visitor and conference business, the income from which contributes to the charitable objects of furthering education, research and religion, as well as the protection of our heritage.

Visitor Services

The Visitor Services team are responsible for managing public access to Christ Church, delivering an enriching, safe and memorable experience to visitors and continuously striving to balance this with the principal functions of the organisation as a working college and cathedral.

Role of the Casual Custodian (Visitor Services Assistant)

Main Duties and Responsibilities

- Provide a professional and friendly welcome and deliver a high level of customer service to ensure all our visitors have an exceptional experience.
- Supervise the arrival, entry and progress of visitors through the college, following policies and procedures and remaining vigilant at all times to ensure the safety of everyone on site.
- Sell and redeem tickets in the Visitor Centre and issue multimedia guides to visitors. Collect and clean returned multimedia guides and bring them back to the Visitor Centre throughout the day.
- Check in and welcome groups to Christ Church, delivering short pre-entry briefings and ensuring safeguarding ratios are adhered to.
- Undertake tours and talks for which training will be provided.
- Assist with visitor events and event preparation as required.
- Sell and serve a range of barista drinks, cold drinks and food items from the refreshments Pod.
- Assist with ad-hoc administrative tasks.
- 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.
- 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.
- Set up and take down signs and barriers along the visitor route ensuring excellent standards of presentation are maintained.
- Demonstrate an excellent knowledge of Christ Church, tailoring the information given to each individual and communicating this in an engaging and positive way.
- Maintain a clean, hygienic and tidy environment at all times.
- Assist with all areas of the visitor experience and operation.
- Provide cover for the Cathedral Welcome Assistants as per the roster.
- Assist with day-to-day operations of the shop on an ad hoc basis.
- Any other duties commensurate with the role.

Person Specification

Essential

- Reliable.
- Experience working in a customer facing role.
- Confident and enthusiastic communicator.
- Interest in the history/heritage sector.

Desirable

- Multilingual.
- Demonstrable ability to use tills.
- Experience in a visitor attraction/heritage environment.
- General knowledge of other local amenities and attractions.
- First aid qualification.

Pre-employment screening

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. 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.

Terms and conditions

- Salary: Currently £14.06 per hour.
- Working hours: Variable as per the weekly rota. The post-holder will need to have a flexible approach to working hours.

Employee benefits

- The post-holder will be entitled to lunches without charge when working more than six hours during periods for which these are available
- As a casual worker, you may be eligible to join the National Employment Savings Trust (NEST) pension scheme
- Employee Assistance Programme alongside access dedicated support both within the college and wider University for your personal and career development
- A range of other employee benefits and discounts also includes free entry to the Botanic Gardens and University colleges

How to Apply

To apply for this position please complete the documentation listed below.

Please note: Early application is advised as we will be considering applications and scheduling interviews as soon as they are received. This post will remain open until the vacancy is filled

Application document(s) should include:

- A completed application form, including the names and contact details of two referees. References will only be taken up for the successful candidate;

Applications should be sent to:

Human Resources, Meadows 1, Christ Church, St Aldate's Oxford OX1 1 DP or may be emailed to stewardsrecruitment@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 selection committees 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.

Christ Church welcomes applications from candidates who have a disability or long-term health condition and is committed to providing long term support. Please let us know if you need any adjustments to the recruitment process, including the provision of these documents in large print, audio or other formats. If we invite you for interviews, we will ask whether you require any particular arrangements at the interview.

If you need help

If you have any questions regarding the application process, please contact stewardsrecruitment@chch.ox.ac.uk. All enquiries will be treated in strict confidence and will not form part of the selection decision.

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, sex, or sexual orientation.