



CHRIST CHURCH
FURTHER PARTICULARS

Job title	Weekend Visitor Centre Scout
Location	Christ Church
Department	Housekeeping
Salary	£14.06 per hour
Hours	16 hours per week (Weekends)
Contract type	Permanent
Responsible to	House Manager
Application deadline	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.
Vacancy reference	VCS001
Additional information	This post is subject to a four-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 the College may be obtained at www.chch.ox.ac.uk.

Christ Church provides all our staff with a welcoming and inclusive workplace that enables everyone to develop and to do their best work. Join us and you will find a friendly, vibrant, democratic, and international community, with a great range of staff benefits.

Department information

The Housekeeping Team at Christ Church play a vital role in maintaining a clean, safe and welcoming environment for all students, staff and visitors. Scouts are responsible for the cleaning and upkeep of college accommodation ensuring that the highest standards of hygiene and presentation are consistently met.

Role of the Weekend Visitor Centre Scout

As a Scout in our busy visitor centre, you will play an important role in creating a **clean, safe, welcoming and enjoyable environment** for our visitors, staff and other users of the centre.

Our visitor centre can be extremely busy, particularly during weekends, school holidays and peak visitor periods. You will therefore need to be comfortable working in a **fast-paced environment**, maintaining high standards while responding to changing priorities throughout the day.

You will take pride in your work and understand that excellent cleaning standards contribute directly to the overall visitor experience.

Main Duties and Responsibilities

Cleaning and Presentation

- Clean and maintain public areas, entrances, reception areas, corridors and other visitor facilities to a consistently high standard.
- Clean and sanitise toilets, washrooms, changing facilities and associated areas.
- Clean staff areas, offices, kitchens, break rooms and other designated spaces.
- Sweep, mop, vacuum and clean floors using appropriate equipment and cleaning products.
- Dust, wipe and clean surfaces, fixtures, fittings, doors, glass and other appropriate areas.
- Empty and replace waste bins and dispose of waste safely and appropriately.
- Replenish toilet rolls, paper towels, soap, sanitiser and other consumable supplies.
- Monitor the cleanliness and presentation of facilities throughout the day.
- Respond promptly to spillages, accidents or unexpected cleaning requirements.
- Carry out periodic and deep-cleaning duties as required.
- Ensure cleaning equipment and storage areas are kept clean, tidy and organised.
- Set up of research centre for events

Visitor Experience

- Help maintain an environment that is welcoming and pleasant for visitors.
- Work discreetly and professionally around members of the public.
- Be polite, approachable and respectful when interacting with visitors.
- Where appropriate, provide basic assistance or direct visitors to the relevant member of staff.
- Be aware that the cleanliness of the centre reflects directly on the organisation and its reputation.

Health, Safety and Hygiene

- Follow all relevant health and safety, COSHH and hygiene procedures.
- Use cleaning chemicals, equipment and machinery safely and in accordance with instructions.
- Wear appropriate personal protective equipment (PPE).
- Report damaged equipment, hazards, defects, spillages or maintenance issues promptly.
- Place appropriate warning signs around areas being cleaned where required.

- Take particular care to minimise risks to visitors, particularly children, older people and visitors with accessibility needs.
- Follow procedures for the safe handling and disposal of waste.
- Report accidents, incidents or hazards to the appropriate manager.

Teamwork and Communication

- Work effectively as part of the cleaning and wider visitor-centre team.
- Communicate clearly with supervisors and colleagues regarding cleaning requirements and priorities.
- Respond positively to changes in workload and operational requirements.
- Support colleagues during particularly busy periods.
- Attend team meetings, briefings or training sessions where required.
- Maintain confidentiality and professionalism at all times.

Working Environment

This is a **busy, customer-facing visitor environment** where cleanliness standards need to be maintained throughout the day rather than simply at the beginning or end of a shift.

The role may involve:

- Working around large numbers of visitors.
- Frequent movement between different areas of the centre.
- Working weekends, bank holidays and school holidays.
- Periods of increased workload during peak visitor times.
- Standing and walking for extended periods.
- Bending, stretching, lifting and moving cleaning equipment and supplies.
- Working with cleaning chemicals and equipment.
- Occasionally dealing with unpleasant cleaning tasks or spillages.

Person Specification

Essential

The successful candidate will demonstrate:

- Proven experience carrying out cleaning duties in a commercial or other workplace setting is essential.
- A reliable and responsible approach to work.
- Good timekeeping and attendance.
- A strong work ethic and positive attitude.
- Good attention to detail.
- The ability to maintain consistently high cleaning standards.
- The ability to work independently and use initiative.
- The ability to follow instructions, procedures and health and safety requirements.
- A professional and courteous manner when working around visitors.
- The ability to work effectively as part of a team.
- Flexibility to respond to changing priorities in a busy environment.

Desirable

- Experience working in a busy visitor or customer-facing environment.
- Knowledge of COSHH and safe handling of cleaning chemicals.

- Experience using professional cleaning equipment.
- Knowledge of health, safety and hygiene procedures.
- Experience of working independently with minimal supervision.

Key Personal Qualities

We are looking for someone who is:

Reliable – You can be trusted to arrive on time and complete your responsibilities.

Thorough – You take pride in your work and notice the small details that make a big difference.

Hardworking – You are comfortable maintaining a high level of activity in a busy environment.

Flexible – You can adapt when priorities change or the centre becomes particularly busy.

Professional – You understand the importance of representing the visitor centre positively.

Team-focused – You are happy to support colleagues and contribute to a positive working environment.

Approachable – You are friendly and respectful towards visitors, colleagues and contractors.

Performance Standards

The successful candidate will be expected to:

- Maintain agreed cleaning standards across all assigned areas.
- Complete cleaning duties within agreed timeframes.
- Keep visitor and staff facilities clean, hygienic and well presented.
- Replenish supplies before they run out wherever possible.
- Report maintenance issues, hazards and shortages promptly.
- Follow all relevant health, safety and cleaning procedures.
- Use equipment and cleaning products responsibly.
- Contribute positively to the overall visitor experience.

Training and Development

Full induction and appropriate training will be provided. This may include:

- Cleaning procedures and standards.
- Safe use of cleaning equipment.
- COSHH and chemical safety.
- Health and safety procedures.
- Manual handling.
- Emergency and incident procedures.
- Visitor-centre policies and standards.
- Appropriate use of PPE.

Additional training may be provided as required.

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 (applicants must have current and ongoing right to work in the UK without restrictions as Visa sponsorship is not provided); 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

- £14.06 per hour
- Working hours: 16 hours per weekend
- A one-month notice period

Employee benefits

- Christ Church employees enjoy 25 days paid holiday per calendar year, excluding Bank Holidays. Time off in lieu will be given for Public Holidays which fall during term time.
- Generous pension scheme
- Employee Assistance Programme alongside access to dedicated support both within the college and wider University for your personal and career development
- The opportunity for eligible staff to participate in tax-free bicycle hire/purchase salary sacrifice scheme
- Season ticket loans
- 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 provide 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.

Applicants must have current and ongoing right to work in the UK without restrictions as Visa sponsorship is not provided.

Application documents should include:

- A completed application form, including the names and addresses of two referees. References will only be taken up for the successful candidate; and
- Equality Opportunities Monitoring Form.

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.