



CHRIST CHURCH

FURTHER PARTICULARS

Job title	Visitor Services Supervisor
Location	Christ Church
Department	Visitor Services
Salary	University Scale Grade 5 (currently £32,108pa FTE. £6,021pa)
Hours	7.5 hours, 9.00-17.30, Sunday only. Christ Church are looking for a supervisor to work on Sundays only.
Contract type	Permanent
Responsible to	Visitor Manager
Application deadline	4 September 2026
Vacancy reference	VSS001
Additional Information	The postholder should be willing to work additional ad hoc shifts, where authorised and required by the needs of the College. Any additional hours worked will be paid at the normal hourly rate.

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 Visitor Services Supervisors

The Visitor Services Supervisors support the Visitor Manager and Duty Managers in the day-to-day operation and administration of the Visitor Services department, including multimedia guide visits and tours (individuals and groups) as well as special events, ensuring our visitors receive the highest standard of care. There are six Visitor Services Supervisors and each is expected to fulfil the full remit of the role, ensuring proactive and cohesive supervision of the team of Custodians and delivery of the operation across the site. In addition, they will provide additional support on particular areas of focus such as guided tours, operations, food and beverage provision, events and groups administration, and systems support.

The post holders will work with the Deputy Visitor Managers to manage individual ticket sales and group bookings, whilst ensuring that visitor flow is maintained along the visitor route, disruption to the working life of the institution is minimised and the highest standards of customer service and safety are upheld.

The Visitor Services Supervisors will need to come together with the Deputy Visitor Managers to ensure that there is sufficient supervisory cover in place each day.

Main Duties and Responsibilities

- Supervise the day to day running of the Visitor Centre (tickets, multimedia guides, group check in, toilet access), visitor catering provision, Meadow Gate and visitor route in line with the operation and standards document and ensuring ticketing sales and reporting procedures are adhered to.
- Act as first point of contact for any ad hoc queries from Custodians related to the operation for the day and to deal with them in a confident and efficient manner.
- Work with the Deputy Visitor Manager (Operations) to dynamically review timeslot capacities and ticket sales throughout the day and identify opportunities to increase sales depending upon multimedia guide returns, staffing levels and visitor flow across the site.
- Work closely with the Deputy Visitor Managers to agree the arrangements for the daily admission of groups at the Visitor Centre, dynamically adjusting the operation and utilising the different areas available such as the Research Centre Meeting Room, Catering Area, Bullpen and gazebos.
- Assist in leading the team to deliver a high-quality visitor experience from the point of arrival.
- Supervise team members in immediate area of responsibility and provide support in promoting excellent standards of customer service.
- Assist the Deputy Visitor Manager (Operations) with the deployment of staff flexibly and in response to business needs, to ensure the safe, smooth and efficient flow of visitors at all times, accommodating peak times in different areas across the site.
- Walk the visitor route prior to opening each day to ensure the route is safe, the lift is operational and that standards of presentation are being upheld, swiftly reporting any problems to the Deputy Visitor Manager/Duty Manager.
- Perform rounds of the entire visitor route to check on visitor flow, presentation standards, staff welfare, H&S matters and to engage with improving the visitor experience.
- Ensure that Supervisor and Custodian checklists are completed and allocate duties to team members.
- Ensure the Visitor Centre (and surrounding area) and visitor route is maintained and presented to the highest standards and in line with the standards document.
- To be responsible for all lost property and ensure it is taken to the Porters' Lodge.
- Assist the Deputy Visitor Manager (Operations) with conducting the checks of all equipment and areas of work and ensure that defects are being reported and followed up on with the relevant departments or companies.
- Assist in the smooth running of large-scale internal events, maintaining a visible onsite leadership presence.

- Deliver concise start of day radio briefings prior to opening and communicate key information relating to ticket availability and entry times to the Gate Porters and Custodians throughout the day.
- Maintain strong lines of communication across the site (Visitor Centre, gates, groups, visitor route, cathedral), throughout the day to ensure the smooth running of the overall visitor operation.
- Inform team members who did not attend the daily briefing of any important information pertinent to the day. Provide briefings to immediate team members working in your area of responsibility (ticket desk, groups, Meadow Gate) of the operational approach for the morning/afternoon session.
- Ensure signs (physical and digital) and information related to opening times, ticket availability and visiting arrangements are displayed in the right location, at the right time.
- Provide on the job skills training and coaching to ensure all team members are proficient in their role.
- Attend and play an active role in training sessions and workshops.
- Regularly test emergency and security procedures and ensure all team members are proficient in responding to emergency codes and first aid situations.
- Provide first aid assistance as required and ensure all accident-related paperwork is completed fully and in a timely manner.
- Be aware of emergency and evacuation procedures and fire alarms and act accordingly if an emergency should occur.
- Follow departmental procedures in locking up the Visitor Centre at the end of the day.
- Support the Visitor Manager and Deputy Visitor Managers in the day-to-day administration of the department, such as updating departmental databases and calendars in an accurate and timely way, preparing clear, concise and accurate daily sheets, preparing temporary signage, supporting the Deputy Visitor Manager (Operations) with keeping accurate training records and uniform/asset lists.
- 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.
- Assist with updating the Visiting section of the website.
- Assist with operating the online ticketing system and answering related queries from visitors.
- Assist with the marketing, promotion, administration and organisation of visitor events, providing an on-site presence to ensure their smooth running.
- Support the Deputy Visitor Manager (Groups) by processing group booking cancellations, payment confirmations, number amendments, bookings and other groups related administration.
- Oversee the administration of memberships (Oxford Residents and Accredited Guide Cards) on Digitickets. processing applications, corresponding with card holders and producing membership cards.
- Assist with packing, logging and the return of faulty multimedia guide devices and headphones.
- Undertake regular stocktakes of departmental supplies and prepare orders.
- Keep all maps, forms, procedural documents well stocked to support the smooth running of the department.
- File PDQ receipts and undertake archiving and confidential disposal of these documents at the required intervals.

- Assist with ordering and the control of stock items ensuring availability at all times.
- Assist with overseeing food safety and hygiene practices and ensure that the correct procedures are followed for the labelling and storage of all goods.
- Comply with the Food Safety Act and General Food Hygiene Regulations including COSHH.
- Support the Visitor Manager with the implementation of key projects related to specific areas of focus.
- Lead guided tours of the college.
- Act as Duty Manager in the absence of the Deputy Visitor Managers.

Person Specification

- Have previous experience of supervising teams.
- Possess excellent communication and supervisory skills with the ability to effectively lead, motivate and supervise a team.
- Be reliable, committed and flexible in your approach to work.
- Enjoy working with people.
- Possess strong organisational skills with the ability to work under pressure and multi-task.
- Have previous experience of administrative responsibilities
- Good initiative and problem-solving skills.
- Effective and clear communication skills both written and verbal
- Good knowledge of MS Packages especially MS Word, Excel, Powerpoint, Outlook.

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

- Salary: University Scale Grade 5 (currently £32,108pa FTE. £6,021pa)
- Working hours: 7.5 hours per week (Sunday), with an hour for lunch (unpaid).

Employee benefits

- Christ Church employees enjoy 25 days paid holiday per calendar year pro rated for part-time working, excluding Bank Holidays.
- 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, no later than the deadline of **noon on 4 September 2026**. Applications received after this time will not be considered.

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 letter of application addressed to Human Resources stating your interest in the role, and explaining how you meet the criteria set out above using examples of your skills and experience; and
- A CV, including the names and contact details of two referees. References will only be taken up for the successful candidate.
- A completed 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, 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.