

Job description and selection criteria

Job title	Deputy Visitor Services Manager
Division	Gardens, Libraries and Museums (GLAM)
Department	Oxford University Museum of Natural History
Location	Museum of Natural History, Parks Road, Oxford, OX1 3PW
Grade and salary	Grade 4 £22,417 - £25,941
Hours	Sunday to Thursday - 36.5 hours a week Sunday 9.30am – 5.30pm (7 hours) Monday – Thursday 8.40am - 5.20pm (7.4 hours a day)
Contract type	Permanent
Reporting to	Front of House Manager
Vacancy reference	152650
Additional information	

Introduction

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About the University of Oxford

Welcome to the University of Oxford. We aim to lead the world in research and education for the benefit of society both in the UK and globally. Oxford's researchers engage with academic, commercial and cultural partners across the world to stimulate high-quality research and enable innovation through a broad range of social, policy and economic impacts.

We believe our strengths lie both in empowering individuals and teams to address fundamental questions of global significance, while providing all our staff with a welcoming and inclusive workplace that enables everyone to develop and do their best work. Recognising that diversity is our strength, vital for innovation and creativity, we aspire to build a truly diverse community which values and respects every individual's unique contribution.

While we have long traditions of scholarship, we are also forward-looking, creative and cutting-edge. Oxford is one of Europe's most entrepreneurial universities and we rank first in the UK for university spin-outs, and in recent years we have spun out 15-20 new companies every year. We are also recognised as leaders in support for social enterprise.

Join us and you will find a unique, democratic and international community, a great range of staff benefits and access to a vibrant array of cultural activities in the beautiful city of Oxford.

For more information, please visit www.ox.ac.uk/about/organisation.

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Gardens, Libraries and Museums

The Gardens, Libraries and Museums (GLAM), a group of six departments led by the Pro-Vice-Chancellor (GLAM), comprises the University's major collections: the Bodleian Libraries, the four museums – Ashmolean, History of Science, Natural History, and Pitt Rivers – and the Botanic Garden & Harcourt Arboretum. Both individually and collectively, the collections are integral to the delivery of the University's strategic aims of teaching, research and widening participation. Whilst each collection maintains a distinct individual identity, GLAM also works collectively where practicable to ensure sustainability and consistency of standards.

For more information please visit: <http://www.admin.ox.ac.uk/glam/>

University Museum of Natural History

Oxford University Museum of Natural History was opened in 1860 and houses the University's extensive scientific holdings of natural history, which are used for research, teaching, and public engagement with science. The holdings are currently organised into three collection areas: Earth, Life and Print & Digital. The Museum is 'Designated' by Arts Council England as having collections of national and international importance, and these comprise around 7 million specimens that are second in importance only to the national collections. The building, which is Grade 1-listed, is regarded as one of the finest examples of

Victorian architecture in Britain, with its glass roof supported by iron pillars, and internal decoration that has a strong association with the Pre-Raphaelite movement.

The Museum is one of the most visited science museums in the UK with over 800,000 visitors per normal year, including over 37,000 school visitors, making it the most popular non-national science museum in the UK and the second most visited university museum in the world (behind the Ashmolean). The public engagement team have a national reputation for excellence and innovation, and offer a wide range of programming to a diverse audience base from under 5s through to older learners. The public engagement team works closely with the collections, research and operations teams to deliver the museum's ambitious strategic plan.

For more information about the museum, please visit: www.oumnh.ox.ac.uk .

Overview of the role

The Visitor Services Team is the welcoming face of the Museum of Natural History and an integral part of the visitor experience and the Museum's Visitor Giving Project. The Visitor Services Assistants (VSAs) work together to ensure a high level of customer care in their welcome and wider communication with Museum's 800,000 annual visitors, providing information and requesting donations which support the Museum's activities.

The post-holder must have experience of managing a visitor services, either at a museum, gallery or heritage site, at a reception, or in another customer-focussed environment. The Deputy Visitor Manager position requires excellent interpersonal skills, a professional attitude and a flexible approach to the role. The Museum is a vibrant and busy working environment and the Visitor Services team is required to be approachable and adaptable.

The post-holder will be required to stay on site over lunch to assist with emergency procedures if needed (this is regarded as paid-time).

Responsibilities

Reception and welcome

- Acts as a first point of contact for all visitors to the Museum, providing an excellent welcome and ensuring a high standard of customer service
- Helps support the Museum by encouraging donations
- Provides a helpful, informative and efficient service to all visitors and staff while resolving any issues in a calm and diplomatic manner
- Managing group entry to the museum; arranging Visitor Services introductions for groups in the museum.
- Liaises with education staff and volunteers and act as the first point of contact for weekend volunteers
- Refers external enquiries to the relevant section of the Museum, including phone enquiries
- Works in partnership with neighbouring departments, including the Pitt Rivers Museum
- Ensures the Museum is always presented at its best, including keeping areas clean and tidy, identifying and dealing with trip and slip hazards and ensuring visitor guides and leaflets are kept well-stocked.
- Facilitate the ticketed entry system when required

Security and safety

- Interprets and enforce the Museum's policies in a sensible and sensitive but firm manner and uses judgement on challenging individuals or groups under the Museum's policies
- The post-holder is expected to be a nominated first-aider, first-aid training will be provided
- Play a role in evacuating visitors safely from the Museum should an emergency arise
- Is responsible for opening and closing the building at the start and end of each day
- Remains aware of all people entering the Museum (visitors, Museum staff, University staff and students, contractors)
- Carries out regular patrols of the building
- Liaises with the University's central security team, including on car parking matters.

Staff responsibility

- Assign team to the different roles for the day, ensure that the half hour rotations are happening and that each person is in their appropriate place.
- Giving a daily briefing to the Visitor Services Team including events, schools visits, any public engagements, maintenance work and collections visitors and work.
- Sending out and collating weekly events, staff changes and visitations, lectures and webinars for the museum weekly What's On mailout.
- Collaborate with the Public engagement and Events teams in the delivery of onsite activities where appropriate – contribution to decisions in liaison with the Visitor Services Manager.
- Ensure that evacuation cover is in place throughout the day.
- Report any problems to appropriate person or to estates
- Supervision of weekend contract cleaning staff.
- Volunteer oversight
- Act as first port of call for VS team to make decisions or to report to in absence of VS Manager.
- Ensure that locking up is completed at the end of the day.
- Report back to the VS Manager any building, visitor or staff issues.
- Report any unscheduled absences to VS Manager and Head of Operations

Other

- Observes and reports faults and defects in the fabric, services and decoration of the building to the Building Manager
- Attend and comply with health and safety security, general museum procedures and policies training. Be the first point of call for any non-compliance or identified risks, and escalate them to Director or Head of Operations.
- Records and processes object identification enquiries
- Records visitor numbers from the electronic visitor counter
- Occasional cash counting duties.

Selection criteria

Essential

1. Excellent customer service and interpersonal skills and ability to communicate with a wide range of people
2. The ability to stay calm under pressure and use sound judgement to make decisions in a busy environment

3. A confident and proactive manner to ask for visitor donations and make conversions to Gift Aid when appropriate
4. Experience of working in a busy visitor attraction, heritage site or retail environment
5. Experience of working successfully in a team and managing a wide range of people
6. Reliability and good-time keeping skills
7. Experience/an understanding of health and safety, security and housekeeping issues
8. IT skills and hands on ticketing experience

Desirable

1. Responsibility for dealing with the building security
2. An interest in the Museum of Natural History and its Collections
3. Second language skills.

How to apply

Before submitting an application, you may find it helpful to read the 'Tips on applying for a job at the University of Oxford' document, at www.ox.ac.uk/about/jobs/supportandtechnical/.

If you would like to apply, click on the **Apply Now** button on the 'Job Details' page and follow the on-screen instructions to register as a new user or log-in if you have applied previously. Please provide details of two referees and indicate whether we can contact them now.

You will also be asked to upload a CV and a supporting statement. The supporting statement must explain how you meet each of the selection criteria for the post using examples of your skills and experience. This may include experience gained in employment, education, or during career breaks (such as time out to care for dependants).

Your application will be judged solely on the basis of how you demonstrate that you meet the selection criteria stated in the job description.

All applications must be received by **midday** on the closing date stated in the online advertisement.

Information for priority candidates

A priority candidate is a University employee who is seeking redeployment because they have been advised that they are at risk of redundancy, or on grounds of ill-health/disability. Priority candidates are issued with a redeployment letter by their employing departments.

If you are a priority candidate, please ensure that you attach your redeployment letter to your application (or email it to the contact address on the advert if the application form used for the vacancy does not allow attachments)

Should you experience any difficulties using the online application system, please email recruitment.support@admin.ox.ac.uk. Further help and support is available from [www.ox.ac.uk/about the university/jobs/support/](http://www.ox.ac.uk/about_the_university/jobs/support/). To return to the online application at any stage, please go to: www.recruit.ox.ac.uk.

Please note that you will be notified of the progress of your application by automatic emails from our e-recruitment system. **Please check your spam/junk mail** regularly to ensure that you receive all emails.

Important information for candidates

Pre-employment screening

Please note that the appointment of the successful candidate will be subject to standard pre-employment screening, as applicable to the post. This will include right-to-work, proof of identity and references. We advise all applicants to read the candidate notes on the University's pre-employment screening procedures, found at:

www.ox.ac.uk/about/jobs/preemploymentscreening/.

The University's policy on retirement

The University operates an employer justified retirement age for all academic and academic-related posts (grade 6 and above), for which the retirement date is the 30 September immediately preceding the 68th

birthday. The justification for this is explained at:

www.admin.ox.ac.uk/personnel/end/retirement/revisedejra/revaim/.

For **existing** employees any employment beyond the retirement age is subject to approval through the procedures: www.admin.ox.ac.uk/personnel/end/retirement/revisedejra/revproc/

There is no normal or fixed age at which **support staff** in posts at **grades 1–5** have to retire. Support staff may retire once they reach the minimum pension age stipulated in the Rules of the pension scheme to which they belong.

Equality of Opportunity

Entry into employment with the University and progression within employment will be determined only by personal merit and the application of criteria which are related to the duties of each particular post and the relevant salary structure. In all cases, ability to perform the job will be the primary consideration. No applicant or member of staff shall be discriminated against because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

Benefits of working at the University

Training and Development

A range of training and development opportunities are available at the University. Further details can be found at www.ox.ac.uk/staff/working_at_oxford/training_development/index.html.

For research staff only: Support for Research Staff

There is a particularly wide range of support for career development for research staff. Please visit: www.ox.ac.uk/research/support-researchers to find out more.

Pensions

The University offers generous occupational pension schemes for eligible staff members. Further details can be found at www.admin.ox.ac.uk/finance/epp/pensions/pensionspolicy/.

Information for international staff *(or those relocating from another part of the UK)*

A wealth of information is available on the University's International Staff website for staff who are relocating to Oxford from abroad, at www.admin.ox.ac.uk/personnel/staffinfo/international/.

The University of Oxford Newcomers' Club

The Newcomers' Club is aimed at helping partners of newly-arrived visiting scholars, graduate students and academic members of the University to settle in and to meet people in Oxford.

Transport schemes

The University offers a range of travel schemes and public transport travel discounts to staff. Full details are available at www.admin.ox.ac.uk/estates/ourservices/travel/.

University Club and University Sports Facilities

The University Club provides social, sporting and hospitality facilities. It incorporates a Club bar, a cafe and sporting facilities, including a gym. See www.club.ox.ac.uk for all further details.

University staff can use the University Sports Centre at discounted rates, and have the chance to join sports clubs. Please visit www.sport.ox.ac.uk/oxford-university-sports-facilities.

Childcare and Childcare Vouchers

The University offers quality childcare provision services at affordable prices to its employees. For full details about the services offered, please visit www.admin.ox.ac.uk/childcare/. **NB: Due to the high demand for the University's nursery places there is a long waiting list.**

The University also offers nursery fee payment schemes to eligible staff as an opportunity to save tax and national insurance on childcare costs. Please visit www.admin.ox.ac.uk/childcare.

Disabled staff

The University is committed to supporting members of staff with a disability or long-term health condition and has a dedicated Staff Disability Advisor. Please visit www.admin.ox.ac.uk/eop/disab/staff for further details.

BUPA - Eduhealth

Bupa Eduhealth Essentials private medical insurance offers special rates for University of Oxford staff and their families www.eduhealth.co.uk/mini-site/.

All other benefits

For other benefits, such as free entry to colleges, the Botanic Gardens and staff discounts offered by third party companies, please see www.admin.ox.ac.uk/personnel/staffinfo/benefits/.