

Job description and selection criteria

| | |
|-------------------------------|--|
| Job title | 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 6 £29,614 - £35,326 |
| Hours | Full time 36.5 hours per week – Tuesday - Saturday |
| Contract type | Permanent |
| Reporting to | Head of Operations |
| Vacancy reference | 153482 |
| Additional information | Weekend working required |

Introduction

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.

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

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 780,000 visitors per 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 post holder will manage the Visitor Services team and be responsible for the warm proactive welcome to over 800,000 visitors every year in both individual and organised groups.

The post holder will manage the Visitor Services team, take ownership of the visitor from website presence through safe access to supported visit. The role requires a proactive and practical approach and the ability to train and lead a team, often working independently in a customer-focused environment. The Visitor Services Manager will be responsible for the visitor giving project, encouraging donations and utilising the ticketing system if required. The postholder will have responsibilities around the security of the building including keys, alarm fobs and alarm systems.

Responsibilities

Visitor services

1. Ensuring a consistent proactive welcome to all visitors
2. Managing the encouragement of donations and their conversion to Gift Aid
3. Answering visitors' queries.
4. Managing the recording and processing of identification enquiries
5. Ensuring the Visitor Services staff interpret and enforce the Museum's codes of conduct in a sensible and sensitive manner.
6. Liaising with the University's central security officers, including the management of car parking.
7. Managing evacuation procedures and incident response; taking a proactive role in evacuations and the prevention of emergencies.
8. Managing group entry to the museum; arranging Visitor Services introductions for groups in the museum.
9. Recording visitor numbers, providing an accurate report of museum and exhibition visitors to senior members of staff and other GLAM departments.
10. Liaising with neighbouring departments, particularly the Pitt Rivers Museum.
11. Ensuring the day to day security of collections on display, and ensuring that H&S guidelines are followed.

Reception Management

1. Facilitating visitors to collections and staff
2. Observing and reporting faults and defects in the fabric, services and decoration of the building to the Buildings Manager
3. Facilitation of contractors & deliveries
4. Managing the object enquiries system
5. Responding to phone queries and emails as required
6. Managing security systems such as keys, fobs and alarms.

Staff Responsibility

1. Managing the Visitor Services Team, currently between 8 and 12 members of staff depending on season.
2. Responsibility for the setting of daily rotas, staff development event and arranging holiday cover. coordinating the GLAM pool recruits
3. Day to day management of the team, rotating staff round core responsibilities
4. Volunteer oversight
5. Weekend Safeguarding Officer
6. Supervision of weekend contract cleaning staff.
7. Supervision and training of Visitor Services Team .
8. Recruitment of new Visitor Services staff members.
9. Responsibility for the training and development of the Visitor Services staff.
10. Responsible for structured induction programme for all new Visitor Services staff.
11. Monitor and manage sick leave absence records, annual leave records, end of probationary periods and annual reviews.

Representing the Museum

1. Organising cross-GLAM Visitor Services committee/forum to share information and exchange best practise
2. Sit on committees to plan cross-GLAM events.

Events

5. Ensure that Museum Late Night events run smoothly from a Visitor Services perspective. Take responsibility for on the door ticket checks and health and safety throughout the evening.

Undertaking such other duties, training and/or hours of work as may be reasonably required and which are consistent with the general level of responsibility of this job.

Selection criteria

Essential

1. Proven visitor services experience in a large visitor attraction, museum or heritage site.
2. Proven team leadership and management experience.
4. Proven large group management experience.
5. Excellent customer service and communication skills
6. First Aid and Safeguarding training will be given, and the post holder will be expected to be a nominated First Aider and weekend Safeguarding Officer
7. Confident and proactive approach to resolving problems and dealing with issues arising.
8. Donation and Gift Aid experience
9. Experience and awareness of health and safety issues within a busy public environment
10. Microsoft IT skills
11. Reliability and good time-keeping skills

Desirable Skills

1. Knowledge and interest in natural history collections.
2. Knowledge of Oxford University and the Oxford University Museums.

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/revisejdeira/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/revisejdeira/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/.