

## Job description and selection criteria

<b>Job title</b>	Front of House Manager
<b>Division</b>	Gardens, Libraries and Museums (GLAM)
<b>Department</b>	Oxford University Museum of Natural History
<b>Location</b>	Museum of Natural History, Parks Road, Oxford, OX1 3PW
<b>Grade and salary</b>	Grade 5 £24,983 - £29,799 per annum
<b>Hours</b>	Full time 36.5 hours per week – Tuesday – Saturday (Part-time hours would be considered)
<b>Contract type</b>	Maternity Cover – 12 months
<b>Reporting to</b>	Head of Operations
<b>Vacancy reference</b>	136894
<b>Additional information</b>	Weekend working required

### Overview of the role

The post holder will manage the Front of House team and be responsible for the warm proactive welcome to over 750,000 visitors every year in both individual and organised groups.

The postholder will manage the Front of House team, facilitate volunteers, and play an active role in large group management. The role requires a proactive and practical approach and the ability to lead a team and work independently in a customer-focused environment. The postholder will be responsible for the visitor giving project, actively encouraging donations and their conversion to Gift Aid The postholder will be responsible for 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 Front of House 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 Front of House 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. Responding to phone queries and emails as required
5. Managing security systems such as keys, fobs and alarms.

### **Staff Responsibility**

1. Provides Leadership to Front of House Team, currently between 6 and 10 members of staff depending on season, including casual seasonal cover.
2. Responsibility for the setting of daily rotas, and arranging holiday cover

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 Front of House deputy.
8. Assisting with the recruitment of new Front of House staff members.
9. Responsibility for the training and development of the Front of House staff.
10. Responsible for structured induction programme for all new Front of House staff.
11. Monitor and manage sick leave absence records, annual leave records, end of probationary periods and annual reviews.

### **Representing the Museum and team**

1. Organising cross-GLAM Front of House committee/forum to share information and exchange best practise
2. Sit on committees to plan cross-GLAM events.
3. Represents the Front of House team on Museum committees.

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 Front of House experience in a large visitor attraction, museum or heritage site, with excellent customer service and communication skills.
2. Proven team leadership experience.
3. Proven large group management experience.
4. Experience and awareness of health and safety issues within a busy public environment 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
5. Confident and proactive approach to resolving problems and dealing with issues arising.
6. Experience of asking and managing a team requesting donations from members of the public and Gift Aid experience

7. Sound IT skills including Microsoft Office
8. 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.

## **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. Income from external research contracts in 2016/17 exceeded £564m and we rank first in the UK for university spin-outs, with more than 130 companies created to date. 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](http://www.ox.ac.uk/about/organisation)

### **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 750,000 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.

The museum programmes a series of contemporary science and society exhibitions. This series aims to connect the research power of academic departments with the University of Oxford with the very large audiences visiting the museum. This connection between research and the public is enabled by the third distinctive ingredient – the multiple award-winning public engagement team of the museum, in partnership with public engagement officers embedded within the departments. Together, these three components provide the University of Oxford with a unique combination of capabilities and opportunities for public engagement in research. Each inter-disciplinary exhibition is based around a theme relating to the science of the natural environment that aims to draw together different strands of research from across the academic divisions, preferably in an area that has societal relevance or controversy, and aims to make complex concepts and datasets accessible to the general public in a balanced but authoritative way.

**Earth Collections.** There are in excess of 350,000 fossil specimens in the museum, including over 4,700 type and figured specimens. Of particular importance are the Early Palaeozoic invertebrates, the Jurassic vertebrates (including dinosaurs and marine reptiles) and Lyell's Tertiary molluscs. The collections also include around 33,000 minerals, meteorites and gemstones, and 100,000 petrological specimens of worldwide provenance.

**Life Collections.** Five million entomological specimens, with 30,000 catalogued types, constitute a globally leading entomology collection. They include major historic British collections, and foreign collections covering most orders, but are particularly strong in Old World butterflies, cockroaches and bees. There is also the important Pickard-Cambridge spider collection. The other zoology collections contain an estimated 300,000 specimens, including over 1,000 type and figured specimens. Most important are the worldwide collections of mammals, birds, and crustaceans, and internationally significant collections of other marine invertebrates. The Life Collections include historically and scientifically important material collected by the Tradescants, Darwin, Wallace and Livingstone. Only a small part of the collections is on public display in the museum court, and the majority of specimens are held in a variety of onsite and offsite stores.

**Print & Digital.** The archives contain internationally important material relating to the development of natural history, particularly geology and entomology, from the Enlightenment through the 19th century and into the 20th.

Current research within the museum includes is centred on four themes: animal origins, arthropod evolution, digital morphology, and heritage, culture & society. Related collections-based research is also undertaken in the nearby Department of Earth Sciences ([www.earth.ox.ac.uk](http://www.earth.ox.ac.uk)), the Department of Zoology ([www.zoo.ox.ac.uk](http://www.zoo.ox.ac.uk)) and the School of Archaeology ([www.arch.ox.ac.uk](http://www.arch.ox.ac.uk)).

The collections are intensively used by the UK and international research communities, and in a typical year the Museum lends 5,000-9,000 objects to global institutions for research, whilst receiving 100 research visits and answering 450-500 research enquiries.

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

## **Gardens, Libraries and Museums Division**

GLAM comprises the Bodleian Libraries, four museums (Ashmolean, History of Science, Natural History, and Pitt Rivers), and the Botanic Garden and Harcourt Arboretum. These are the major collections of the University and comprise one of the finest groups of university collections anywhere globally, collectively attracting over 3 million visitors per year. Whilst in their own way they provide services to the academic

community (and others), they are also directly engaged in the academic endeavour of the University, including research and teaching.

The academic departments of the University are divided into four divisions: Humanities; Mathematical, Physical and Life Sciences; Medical Sciences; and Social Sciences. The collections as a group have strong connections with all of the academic divisions.

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

## 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/](http://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](mailto: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](http://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/](http://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/revisedejira/revaim/](http://www.admin.ox.ac.uk/personnel/end/retirement/revisedejira/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/revisedejira/revproc/](http://www.admin.ox.ac.uk/personnel/end/retirement/revisedejira/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](http://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](http://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/](http://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/](http://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/](http://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](http://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](http://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/](http://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](http://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](http://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/](http://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/](http://www.admin.ox.ac.uk/personnel/staffinfo/benefits/).