



CHRIST CHURCH UNIVERSITY OF OXFORD

Job Description

TITLE: Seasonal Security Person

GENERAL: Christ Church expects its staff to provide the highest level of service in their role when undertaking their duties designated by the Visitor and Shop Managers.

Should it be necessary, for the smooth operation of Christ Church, you will from time to time be expected to work in different areas of the premises. Flexibility is a pre-requisite of the post. You will be provided with a uniform which you will be expected to wear at all times when at work.

ACCOUNTABILITY: to the Visitor Manager and Shop Manager. The Steward is your College Officer.

HOURS: Your hours will be varied, according to the needs of the department, and will include weekend work as required and particularly during busy periods as per the instructions/roster set out by the Visitor and Shop Managers. Holidays may not be taken in July or the first half of August.

DUTIES:

- Create a safe shopping, visiting and working environment, minimising crime and ensuring the safety of visitors, members and staff.
- Manage queues and capacities in the Visitor Centre and provide a visible security presence and contact for visitors, members and staff.
- Demonstrate excellent customer service whilst protecting customers and colleagues from physical and verbal abuse.
- Provide a polite, professional welcome and high level of customer service.
- Maintain the highest professional standards.
- Assist in ensuring that the ticketing and shop operation runs smoothly by offering support when queries or issues arise and assistance in ad hoc operational tasks.
- Assist with opening and closing procedures and the visitor route into the Visitor Centre.
- Assist with ad hoc duties to ensure the smooth running of the Visitor Services operation.
- Adhere to security procedures, and record and report any incidents and accidents.
- Be conversant with and the implementation of the Emergency procedures and the Evacuation Plan.

- Always follow College procedures in the event of an emergency.
- Follow all H&S guidelines as set out in the College's H&S Policy and as required by relevant legislation.
- To liaise with the Lodge staff in the event of an incident or emergency.
- Any other duties commensurate with the role.

Other Notes:

- a) You have a duty to comply with Health & Safety Regulations, including COSHH and correct use of PPE (Personal Protective Equipment) at all times. If you are unsure about anything please ask the Visitor Manager or Shop Manager.
- b) It is important that you are always economical in the use of products and energy (do not over-stock on cleaning materials; turn off all lights, turn down heating and close windows when leaving rooms if a room is empty).
- c) You will be provided with the College's Safeguarding policies and procedures which you are expected to abide by at all times, failure to comply with college policies may lead to disciplinary action.
- d) To play your part in providing an inclusive working environment, promoting a positive attitude and pride in your work!
- e) Breaks will be as per the roster.

This list represents the principal duties only of the Security Person. Flexibility and a willingness to help wherever required are prerequisites of the role. The Security Person can call upon the Visitor and Shop Managers to assist in resolving problems if in any doubt as to the course of action to take.