



## CHRIST CHURCH UNIVERSITY OF OXFORD

### Job Description

**TITLE:** Seasonal Visitor Services Assistants

**GENERAL:** Christ Church expects its staff to provide a *high* level of service in their role when undertaking their duties as designated by the Visitor Manager and duty supervisors.

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.

**ACCOUNTABILITY:** to the Visitor 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 Manager. Holidays may not be taken in July or the first half of August.

#### **DUTIES:**

- Provide a warm and friendly welcome and deliver a high level of customer service to ensure all our visitors have an exceptional experience.
- Demonstrate the ability to work under pressure and to be firm yet polite when necessary.
- Work effectively as part of the Visitor Services team, demonstrating flexibility and positivity, and working towards shared goals.
- Ensure the safety of members, visitors and customers at all times.
- Assist with all areas of the visitor experience and operation.
- Supervise the arrival, entry and progress of visitors through the college, following policies and procedures and remaining vigilant at all times to ensure the safety of everyone on site.
- Promote our events, tours, products and offers to support Christ Church, complement our visitors' interests and enhance their experience.
- Set up and take down signs and barriers along the visitor route ensuring excellent standards of presentation are maintained, and areas of work are kept clean, tidy and organised.
- Sell and redeem tickets in the Visitor Centre and issue multimedia guides to visitors. Collect and clean returned multimedia guides and bring them back to the Visitor Centre throughout the day.
- Demonstrate an excellent knowledge of Christ Church, tailoring the information given to each individual and communicating this in an engaging and positive way.
- Assist with day-to-day operations of the shop on an ad hoc basis.
- Assist with all areas of the visitor experience and operation.
- 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) To play your part in providing an inclusive working environment, promoting a positive attitude and pride in your work!
- d) You will be provided with the College's safeguarding policies and procedures of which you are expected to abide at all times, failure to comply with these policies will lead to disciplinary action.
- e) Breaks will be as per the roster.

This list represents the principal duties only of a Seasonal Visitor Services Assistant and flexibility and a willingness to help wherever required are prerequisites of the role. The Seasonal Visitor Services Assistant can call upon the Visitor Manager or their deputies to assist in resolving problems if in any doubt as to the course of action to take.