



CHRIST CHURCH

FURTHER PARTICULARS

Job title	Assistant Manager (Christ Church Gift Shop)
Location	Christ Church
Department	Visitor Services (Shop)
Salary	University Scale Grade 5 (currently £28,759 - £33,966)
Hours	40 hours per week, working five days out of seven. This will usually include working a Saturday with two consecutive days off in the week
Contract type	Permanent
Responsible to	Shop Manager
Application deadline	Noon on 4 September 2024
Vacancy reference	VSS1
Additional information	This is a full-time position that cannot be held concurrently with any other substantive post without the explicit permission of the Shop Manager. This post is subject to a six month probationary period

Christ Church

Christ Church is one of the largest of the Oxford colleges and has evolved over five centuries. Its junior members, both undergraduate (over 400) and graduate students (over 200), cover almost all the major academic disciplines in the Sciences, Humanities and Social Sciences, as do its senior academic staff (around 60). It aims at academic excellence and individual fulfilment in a friendly, tolerant and mutually supportive environment. The head of Christ Church is the Dean, while the College's academic functions are overseen by the Senior Censor. More general information about the College may be obtained at www.chch.ox.ac.uk.

Christ Church provides all our staff with a welcoming and inclusive workplace that enables everyone to develop and to do their best work. Join us and you will find a friendly, vibrant, democratic, and international community, with a great range of staff benefits.

Role of the Assistant Manager (Christ Church Gift Shop)

You will be a hands-on team player who enjoys working as part of a team and striving to get the best out of everyone and creating a happy and successful team. You will support and work closely with the Shop Manager to maximise the performance of the shop, supporting with all shop operations from stock to recruitment.

When the Shop Manager is not around you will take the lead and be responsible for all aspects of the shop management.

Main Duties and Responsibilities

- Be a responsible deputy for the Shop Manager during periods of absence and on her days off, able to run and manage the shop efficiently and effectively

- Take an overview of customer feedback, both positive and constructive in order to drive forward improvement and positive change
- Supervising the day to day running of the shop, overseeing the staff on shift
- Work closely with the Shop Manager to support them manage stock requirements, buy new stock and take pro-active action with regard stock which is selling poorly
- Work proactively with the shop team to facilitate day to day operations of the shop such as unpacking and checking deliveries, pricing and merchandising
- Learn and understand the shop tills and ensure that all members of the team are proficient in their use. Overseeing the 'cashing up' of the tills at the end of each day, maintaining accurate sales records through the proper use of the EPOS system
- Promote excellent customer service standards within the team and take a proactive approach with regard development if any training or support needs are necessary in this area
- Ensure that the shop is presented and maintained to a high standard, making suggestions and recommendations as to improvements
- Be aware of security considerations for both the staff and the stock
- Manage customer orders and requests to ensure timely communication and delivery
- As a senior member of the Christ Church Shop team provide a warm and friendly welcome to all visitors to Christ Church and demonstrate excellent communication skills
- Support the Visitor Services team as needed, playing your part in providing a good working environment and promoting a positive attitude and pride in your work
- Any other duties commensurate with the role.

Person Specification

Essential

- Previous retail management experience
- Excellent verbal/written communication
- Good organisational skills
- Sound computer skills
- Sound understanding of mathematics and strong reading comprehension skills
- Understands the importance of Customer Service
- Ability to analyse sales reports and strategically problem solve
- Ability to stand during scheduled shifts
- Ability to lift and move boxes of stock, as necessary
- Experience of operating a POS system

Pre-employment screening

Standard checks: If you are offered the post, the offer will be subject to standard pre-employment checks. You will be asked to provide: proof of your right to work in the UK; proof of your identity; and (if we haven't done so already) we will contact the referees you have nominated. You will also be asked to complete a health declaration so that you can tell us about any health conditions or disabilities for which you may need us to make appropriate adjustments.

Terms and conditions

- Salary: will be on the University Scale Grade 5 (currently £28,759 - £33,966) according to experience
- Working hours: 40 hours per week, working five days out of seven. This will include working a Saturday with two consecutive days off in the week. On occasion, when the shop is busy, additional hours may be needed for which time off in lieu will be given.

Employee benefits

- Christ Church employees enjoy 25 days paid holiday per calendar year, excluding Bank Holidays.
- The post-holder will be entitled to lunches without charge during periods for which these are available
- Generous pension scheme
- Employee Assistance Programme alongside access dedicated support both within the college and wider University for your personal and career development
- The opportunity for eligible staff to participate in tax-free bicycle hire/purchase salary sacrifice scheme
- Season ticket loans
- A range of other employee benefits and discounts also includes free entry to the Botanic Gardens and University colleges

How to Apply

To apply for this position please complete the College application form which can be found on the College website, no later than the deadline of **noon** on **4 September 2024**. Applications received after this time will not be considered.

Application documents should include:

- A letter of application addressed to Elena Conway (Shop Manager) stating your interest in the role, and explaining how you meet the criteria set out above using examples of your skills and experience; and
- A completed application form which will include the names and contact details of two referees. References will only be taken up for the successful candidate.

Applications should be sent to:

Human Resources, Meadows 1, Christ Church, St Aldate's Oxford OX1 1 DP or may be emailed to stewardsrecruitment@chch.ox.ac.uk

Applications will be judged only against the criteria which are set out in the job description, and applicants should ensure that their applications explain how they meet each of the selection criteria for the post using examples of their skills and experience. This may include

experience gained in employment, education, or during career breaks (such as time out to care for dependants).

Christ Church is committed to fairness, consistency and transparency in selection decisions. Members of selection committees will be aware of the principles of equality of opportunity, fair selection and the risks of bias. Applications are particularly welcome from black and minority ethnic candidates, who are under-represented in College staff.

Christ Church welcomes applications from candidates who have a disability or long-term health condition and is committed to providing long term support. Please let us know if you need any adjustments to the recruitment process, including the provision of these documents in large print, audio or other formats. If we invite you for interviews, we will ask whether you require any particular arrangements at the interview.

Interviews

Interviews for the position are expected to take place in the week commencing **16 September 2024**.

If you need help

If you have any questions regarding the application process, please contact stewardsrecruitment@chch.ox.ac.uk. All enquiries will be treated in strict confidence and will not form part of the selection decision.

Important information for candidates

Data Privacy

Please note that any personal data submitted to Christ Church as part of the job application process will be used only for the purposes of determining suitability for the post and processed in accordance with the General Data Protection Regulations (GDPR) and related UK data protection legislation. For further information, please see the Christ Church Privacy Notice available at: <https://www.chch.ox.ac.uk/privacy-policy>.

Due to the large volume of recruitment that Christ Church administers we are unable to provide feedback to non-shortlisted applicants.

Christ Church's policy on retirement

There is no normal or fixed age at which staff in non-academic posts have to retire. Staff at these grades may elect to retire in accordance with the rules of the applicable pension scheme, as may be amended from time to time.

Equality of opportunity

Christ Church is committed to equality of opportunity. It is our policy and practice that entry into employment and progression within employment will be determined only by criteria which are related to the duties of a particular post and the relevant salary scale. No applicant or member of staff will be treated less favourably than another because of their age, disability, ethnicity, marital or civil partnership status, parental status, religion or belief, sex, or sexual orientation.