



CHRIST CHURCH CATHEDRAL

FURTHER PARTICULARS

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| Job title | Cathedral Welcome Assistant |
| Location | Christ Church |
| Department | Cathedral |
| Salary | £12.49 per hour |
| Hours | <p>We are recruiting for either two posts of 21 hours per week, or three posts of 14 hours per week. The hours will vary as per the rota.</p> <p>Coverage for approximately 50 hours per week that the Cathedral is open to visitors. The role is fulfilled with a number of part-time personnel working on a rota of two, three or four days per week.</p> <p>Hours are Monday – Saturday 9.30am to 5.00pm and Sunday 1:00pm to 5:00pm.</p> |
| Contract type | Permanent |
| Responsible to | Volunteer and Visitor Coordinator |
| Application deadline | Thursday 14 November 2024 at noon |
| Vacancy reference | MT24_Cathedral |
| Additional information | <p>This is a part-time position that cannot be held concurrently with any other substantive post without the explicit permission of the Human Resources Director.</p> <p>This post is subject to a six-month probationary period.</p> |

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 Christ Church may be obtained at www.chch.ox.ac.uk.

Christ Church now invites applications from suitably experienced candidates to join the Cathedral team.

Role of Cathedral Welcome Assistant

The Cathedral Welcome Assistant is responsible for assisting the Volunteer and Visitor Coordinator in the management of visitors to the Cathedral. The Cathedral Welcome Assistant is accountable to the Dean and Canons and reports to the Volunteer and Visitor Coordinator, who is his/her line manager. The key internal contacts are Visitor and Volunteer Assistant, Cathedral Operations Manager, Vergers, Custodians, Porters, and College Visitor Managers.

The volunteering and visitor activity at the Cathedral operate seven days a week, 365 days per year, so although we anticipate agreeing with the successful candidate a 'usual' working pattern of days in the week, including Saturday and Sundays there may be the requirement to work at the Cathedral on some evenings.

Main Duties and Responsibilities

- Staffing the Welcome Desk which functions as a Reception and Information Point in the Cathedral
- Being the first point of contact for visitors, worshippers, pilgrims, etc. and responding to or re-directing their enquiries accordingly
- Patrolling the Cathedral to assist with visitor flow, monitoring for over-crowding, and working closely with other team members to ensure that all visitors have a safe and rewarding experience
- Keeping in contact with other Cathedral Welcome Assistants (CWAs), Vergers, Custodians, Porters, Volunteers, and the Volunteer & Visitor Coordinator (VVC) and/or Volunteer & Visitor Assistant (VVA) via radio, telephone or email as appropriate, and supporting these colleagues in any way you can
- Ensuring that reference material, leaflets and lists of current and forthcoming services and events are available and up to date
- Maintaining standards of welcome, tidiness, and health & safety
- Dealing with general visitor enquiries via phone, taking and passing on messages as necessary
- Being the first point of contact for queries about 'What's On' in the Cathedral, including dates, times and ticketing information for services, events, concerts, lectures, etc. Actively promoting and publicising Cathedral services and events
- Searching for information for visitors, etc. on an electronic device provided for this purpose at the Welcome Desk (phone, tablet, laptop), and ensuring its safety
- Dealing with emergencies, including fire evacuation and any security matters and being the first port of call for first aid requests and lost persons
- In the absence of a Verger on site, dealing with and signing for Cathedral deliveries;
- Collection of litter, unwanted leaflets and general tidying of the public areas of the Cathedral
- Setting up and tidying away the visitor route. At busy times this may involve helping the Vergers to put out and tidy away additional Cathedral seating
- Opening and closing the Cathedral to visitors and ensuring that visitors have left the building in a timely manner
- When necessary, for the smooth running of the institution's daily programme of events, worship, and visitor services, you may be asked by the VVC or VVA to work in different areas of the premises and/or assist with ad hoc duties. Flexibility is a pre-requisite of the post.

Person Specification:

Essential

- Excellent interpersonal skills and able to deal positively with a diverse range of people.
- Excellent communication skills.
- 5 A-C GCSEs including Maths and English or equivalent.
- Able to demonstrate excellence in customer service.
- Demonstrable commitment to equality and diversity.
- The ability to deal with a busy and sometimes pressured environment.
- Able to cope with limited resources, seize opportunities and think creatively.
- Excellent organisational skills and the ability to manage a variety of tasks.
- Excellent attention to detail and oral and written skills.
- The ability to deal with information in a confidential manner and respond with sensitivity.
- Excellent IT skills and knowledge of all Microsoft Office packages.
- Able to work evenings and weekends.
- Well presented, polite and friendly.

- Understanding of the Christian ethos, vision and ministry of the Cathedral.

Desirable

- Experience of working in a visitor attraction / historic building / place of worship.
- Experience of working in complex organisations and/or small organisations with the ability to be adaptable and to take on any challenge at short notice.

Further Particulars

The Cathedral Welcome Assistant will be a member of Christ Church Cathedral staff.

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| Appointment: | This post is available for an immediate start. |
| Training: | Training will be given on the following: First Aid, Fire Prevention Training, Church of England Safeguarding Training and Disability Awareness Training. |
| Annual Leave: | 25 days rising to 30 days after two years' service (excluding bank holidays) pro-rata. |
| Meals: | Lunch is provided free of charge to staff working more than six hours per day when the kitchens are open in the staff dining room. |
| Probation & Notice Period: | During the initial probationary period of six months, notice will be one week. Subject to satisfactory completion of probation, the notice period will be one month. |

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 appointment at Christ Church Cathedral is subject to a Disclosure and Barring Service check at enhanced level. Where applicable, screening will include:

- Eligibility to work in the UK.
- References.
- Criminal record checks via Disclosure and Barring Service (DBS).

The successful applicant will be required to complete the relevant Church of England safeguarding training.

How to Apply

To apply for this position please complete provide the documentation listed below, no later than the deadline of **Thursday 14th November 2024 at noon**. Applications received after this time will not be considered.

Application documents should include:

- A letter of application addressed to the Volunteer and Visitor Coordinator stating your interest in the role, and explaining how you meet the criteria in the Person Specification, set out above, using examples of your skills and experience; and

- A CV, including the names and contact details of two referees. References will be taken up only for the successful candidate.
- The Equal Opportunities Monitoring Form.

Applications should be emailed to recruitment@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 dependents).

Christ Church is committed to fairness, consistency and transparency in selection decisions. Members of the selection panel 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.

Interviews for the position are expected to take place between **21st – 26th November 2024**.

If you need help

If you have any questions regarding the application process, please contact recruitment@chch.ox.ac.uk

All enquiries will be treated in strict confidence and will not form part of the selection decision. If you would like an informal discussion regarding the role, please contact Miranda Hockliffe on miranda.hockliffe@chch.ox.ac.uk

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>.

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, gender, or sexual orientation.

Due to the large volume of applicants Christ Church is unable to provide feedback to non-shortlisted applicants.